NORTH CENTRAL REGIONAL TRANSIT DISTRICT
BOARD MEETING AGENDA

March 7, 2014
9:00 AM - 1:00 PM
Jim West Regional Transit Center
Board Room

CALL TO ORDER:

1. PLEDGE OF ALLEGIANCE
2. MOMENT OF SILENCE
3. ROLL CALL
4. INTRODUCTIONS
5. APPROVAL OF AGENDA
6. APPROVAL OF MINUTES – January 10, 2014 and February 7, 2014
7. PUBLIC COMMENTS

PRESENTATION ITEMS:

A. **SFMPO Public Transit Master Plan**
Eric Aune, Santa Fe Metropolitan Planning Organization, Transportation Planner
Sponsor: Anthony J. Mortillaro, Executive Director

B. **2014 Legislative Report**
Scott Scanland, New Mexico Government Affairs
Sponsor: Anthony J. Mortillaro, Executive Director.

ACTION ITEMS FOR APPROVAL/ DISCUSSION:

C. **Review and Discussion of Maintenance Facility Conceptual Schematic Design and Cost Estimate**
Sponsor: Anthony J. Mortillaro, Executive Director. *Attachment*.

D. **Discussion and Consideration of Resolution 2014-04 Authorizing the Title VI Update**
Sponsor: Anthony J. Mortillaro, Executive Director Stacey McGuire, Projects and Grants Specialist. *Attachment*.

E. **Discussion and Consideration of Resolution 2014-05 Establishing a Sustainability Committee and Adopting a Charter for the Appointment of Members**
Sponsor: Anthony J. Mortillaro, Executive Director and Michael J. Kelly, Facilities and Transit Operations Director. *Attachment*.

F. **Discussion and Direction Amending the Para Transit and Demand Service Policies**
Sponsor: Anthony J. Mortillaro, Executive Director and Michael J. Kelly, Facilities and Transit Operations Director. *Attachment*.

DISCUSSION ITEMS:

G. **Discussion and Review of Ski Santa Fe Service Update**
Sponsor: Anthony J. Mortillaro, Executive Director and Stacey McGuire, Projects and Grants Specialist. *Attachment*.

H. **Financial Report for February 2014:**
Sponsor: Anthony J. Mortillaro, Executive Director and Glenda Aragon, Finance Manager. *Attachment*

I. **Finance Subcommittee Report:**
Sponsor: Chair Tim Vigil and Anthony J. Mortillaro, Executive Director.

J. **Tribal Subcommittee Report:**
Sponsor: Chair Mary Lou Valerio and Anthony J. Mortillaro, Executive Director.

K. **Executive Report for February 2014 and Comments from the Executive Director:**

1) **Executive Report**
2) **Performance Measures for January 2014**
3) **Ridership Report for January 2014**

MATTERS FROM THE BOARD

L. **Appointment of Alisha Cata, Program Coordinator as a Member of the Tribal Subcommittee to represent Ohkay Owingeh**
Sponsor: Commissioner Daniel Barrone, Chairman.

MISCELLANEOUS

ADJOURN

NEXT BOARD MEETING: April 4, 2014 at 9:00 a.m.

If you are an individual with a disability who is in need of a reader, amplifier, qualified Sign Language interpreter or any other form of auxiliary aid or service to attend or participate in the hearing of the meeting, please contact the NCRTD Executive Assistant at 505-629-4702 at least one week prior to the meeting, or as soon as possible. Public documents, including the agenda and minutes, can be provided in various accessible formats.

North Central Regional Transit District
Board Meeting
Friday, January 10, 2014
9:00 a.m. - 1:00 p.m.

CALL TO ORDER:

A regular meeting of the North Central Regional Transit District Board was called to order on the above date by Commissioner Dan Barrone, Chair, at 9:14 a.m. at the Jim West Transit Center, 1327 Riverside Drive, Española, New Mexico.

1. **Pledge of Allegiance**

2. **Moment of Silence**

3. **Roll Call**

Ms. Lucero called the roll and it indicated the presence of a quorum as follows:

Members Present:	**Elected Members**	**Alternate Designees**
Los Alamos County	*Councilor Geoff Rodgers*	
Rio Arriba County	*Commissioner Barney Trujillo*	*Tomás Campos*
Taos County	*Commissioner Daniel Barrone*	
Santa Fé County	*Commissioner Miguel Chávez*	
Nambé Pueblo	*Mr. Lonnie Montoya*	
Pojoaque Pueblo	*Mr. Tim Vigil*	
Ohkay Owingeh	*Ms. Christy Mermejo*	
San Ildefonso Pueblo		
Santa Clara Pueblo		*Ms. Mary Lou Valério*

Tesuque Pueblo		*Ms. Sandra Maes*
City of Santa Fé		*Mr. Jon Bulthuis*
City of Española	*Mayor Pro Tem D. Tim Salazar*	
Town of Edgewood	*Councilor Chuck Ring*	
Rio Metro (ex officio)	Absent	

Staff Members Present
Mr. Anthony J. Mortillaro, Executive Director
Ms. Glenda Aragon, Finance Manager
Mr. Pat López, Financial Specialist
Mr. Jim Nagle, Public Information Officer
Ms. Dalene Lucero, Executive Assistant
Mr. Michael Kelly, Transit Operations Manager
Ms. Stacey McGuire, Projects and Grants Specialist
Mr. Gus Martínez, Fleet/Facilities Maintenance Manager
Mr. Nicholas Molina, Driver

Others Present
Mr. Peter Dwyer, Legal Counsel
Mr. Carl Boaz, Stenographer
Mr. Erick Aune, Santa Fé MPO
Mr. Andrew Martínez, Rio Arriba County
Mr. Farley Vener, CPA
Mr. Pete Sheehey, Los Alamos County
Mr. Carl Dickens, La Cienega Valley Association
Mr. David Harris, NMDOT

4. INTRODUCTIONS

All present introduced themselves to the Board.

5. APPROVAL OF AGENDA

Commissioner Trujillo moved to approve the agenda as presented. Commissioner Chávez seconded the motion and it passed by unanimous voice vote.

6. APPROVAL OF MINUTES – December 6, 2013

Councilor Ring moved to approve the minutes of December 6, 2013 as presented. Councilor Rodgers seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fé County, Taos County, Nambé Pueblo, Pojoaque Pueblo, Ohkay Owingeh, Santa Clara Pueblo, Tesuque Pueblo, City of Española, City of Santa Fé and Town of Edgewood voting in favor and none voting against.

7. PUBLIC COMMENTS

There were no public comments.

PRESENTATION ITEMS:

A. Presentation and Discussion of Annual Auditor's Report

Mr. Mortillaro said the NCRTD Audit for 2013 was submitted on time and as required by the Office of the State Auditor on December 2, 2013. The CAFR was approved by the Office of the State Auditor and was now open to public release.

Mr. Mortillaro introduced Mr. Farley Vener with the auditing firm, Hinkle + Landers Certified Public Accountants who was present to make the report.

Mr. Vener reviewed the report with the Board and indicated that the audit was straightforward. Ms. Katelyn Constantin also worked on the audit, both of whom had communications with those charged with governance (as required by SAS 114). He explained that management was responsible for accounting policies, internal controls, significant estimates and the Management Representation Letter. The Auditor was responsible for the opinion on financial statements, reasonable assurance and understanding of internal controls sufficient to plan the audit. The audit looked at internal controls and sampled accounting practices.

The conclusion was that the accounting practices were consistent with past years. There were no current year findings in FY 2013 and one carry-over finding from 2008., From prior years, four findings were resolved and one comment was repeated - identification of federal expenditures. He noted that current finance staff had made significant changes in the NCRTD accounting practices to conform to accounting standards. Overall he considered it a very good trend.

Mr. Vener summarized the Balance Sheet Analysis which showed that over the past 5 years the organization has grown quite a bit so that equity is now over $13 million. He addressed assets over time and liabilities over time, property, equipment and depreciation as well as the net position over time. He noted there was no financing of debt because there was no debt. He identified the 2013 expenses by personnel, operations and non-operating expenses.

In response to a question from Councilor Ring, Mr. Vener said the listing of what falls under non-operating expenses was shown on page 16.

Commissioner Chávez asked if the District was compensated for any of the pass-through funds to other agencies.

Mr. Mortillaro said they weren't compensated. Pass-through was done in agreements with the Rio Metro Rail Runner, Santa Fé Trails and Los Alamos Transit and done on annual basis. The Rail runner received 50% of GRT revenue received by the District from Santa Fé County GRT on a monthly basis. Currently, pass through funds totaled $4.3 million and was about 60% of the District budget.

Mr. Mortillaro pointed out that in past audits there were as many as 11 findings. The one they were still facing from past years should be resolved by next year. He publicly recognized Ms. Shannon Sandoval, Mr. Pat López and Ms. Glenda Aragon for their hard work to improve the audit.

There were no public comments regarding the FY 2013 Audit.

Councilor Ring moved to accept the audit for FY 2013 as presented. Mr. Vigil seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fé County, Taos County, Nambé Pueblo, Pojoaque Pueblo, Ohkay Owingeh, Santa Clara Pueblo, Tesuque Pueblo, City of Española, City of Santa Fé and Town of Edgewood voting in favor and none voting against.

ACTION ITEMS FOR APPROVAL/DISCUSSION:

B. Discussion and consideration of Resolution 2013-32 Open Meetings Act

Mr. Mortillaro reviewed the resolution and noted that the only meetings that deviated from the first Friday were January and July meetings. There were no other changes from the prior year resolution. This resolution follows the State Open Meetings Act.

Mr. Dwyer pointed out that there were some changes in the state act including a 72 hour notice.

Commissioner Chávez moved to approve Resolution 2013-32 Open Meetings Act, as presented. Mr. Bulthuis seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fé County, Taos County, Nambé Pueblo, Pojoaque Pueblo, Ohkay Owingeh, Santa Clara Pueblo, Tesuque Pueblo, City of Española, City of Santa Fé and Town of Edgewood voting in favor and none voting against.

C. Discussion and Consideration of Resolution 2013-31 Authorizing the Disposal of Assets/Fleet.

Ms. Aragon referenced the report in the packet and recommended approval of the resolution.

Mr. Gus Martínez stated that the NCRTD Property Disposal Committee [Councilor Rodgers, Mr. Bulthuis, and Mayor Pro Tem Salazar] met prior to this Board Meeting to inspect and review the recommendations for

disposal of certain vehicles and miscellaneous property deemed to be obsolete. Those items were pointed out in a written report for *Fleet Disposal Priority List* and *Miscellaneous Inventory/Non-Inventory Items for Disposal* in the Board packet.

Commissioner Chávez moved to approve Resolution 2013-31 as presented. Mayor Pro Tem Salazar seconded the motion.

Commissioner Chávez asked for confirmation that staff used the criteria set in place by NMDOT for maximum mileage on the vehicles. He understood one of them was out on the road and the time they were inspected.

Councilor Rodgers confirmed those statements.

Mr. Dwyer said last year the State Auditor had an issue about fleet disposals and that was now resolved.

The motion to approve Resolution 2013-31 passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fé County, Taos County, Nambé Pueblo, Pojoaque Pueblo, Ohkay Owingeh, Santa Clara Pueblo, Tesuque Pueblo, City of Española, City of Santa Fé and Town of Edgewood voting in favor and none voting against.

D. Discussion and Consideration of Resolution 2014-01 Authorizing a Budget Amendment for Fiscal Year 2014 so as to incorporate funding adjustments for the acquisition of replacement fleet.

Mr. Mortillaro noted that in December, 2013 the Board authorized purchase of two vans and had to make budget adjustments to make those purchases. This is that budget adjustment.

Ms. Aragon detailed the adjustment which was to add $20,500 to complete the purchase. The increase required a resolution. Resolution 2014-01 was shown on page 37 in the packet.

Councilor Ring moved to approve Resolution 2014-01 as presented. Commissioner Chávez seconded the motion.

Chair Barrone asked Ms. Aragon to provide detail on fares.

Ms. Aragon explained how riders were charged for on-call fares.

Mr. Montoya asked if the District had to modify the buses in any way that would cost more.

Ms. Aragon said no. The two 14-passenger buses would be purchased to the District's specifications.

Mr. Martínez added that they had it set up so that when it arrived, it would be properly detailed. They just had to add an overlay unit.

Chair Barrone knew they had a contract for advertising on those vehicles and asked if the ad would get

transferred from the old buses to the new ones.

Mr. Mortillaro agreed.

Ms. Maes how the District received the extra $9,900.

Ms. Aragon said it was just an internal transfer from existing assets.

There were no comments from the public.

The motion to approve Resolution 2014-01 passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fé County, Taos County, Nambé Pueblo, Pojoaque Pueblo, Ohkay Owingeh, Santa Clara Pueblo, Tesuque Pueblo, City of Española, City of Santa Fé and Town of Edgewood voting in favor and none voting against.

E. Discussion and Consideration of Service Plan Update Recommendation.

Mr. Mortillaro reminded the Board that Ken Hosen (KFH Group), at the December Board meeting, presented a recommended service plan and alternatives in Tech Memo #5. The next step was for him to bring service adjustments and in order for him to do that, the Board needed to discuss those recommendations. He referred to page 40 of the Board packet, to the matrix of existing services and abbreviated recommendations as alternatives were presented along with the staff recommendations. In it, the anticipated funding sources for each of the recommendations was also identified.

Mr. Mortillaro said they needed a sense of the Board at this meeting whether those staff recommendations aligned with the Board's desires. The final service recommendations would come back next month so this was not the only opportunity for the Board to discuss or the public to comment.

Mr. Bulthuis excused himself at 10:00 from the meeting.

The first category was modifications to Existing Services:

- Pojoaque – Nambé: Three recommendations were made. Staff endorsed only one, the Dial-a-Ride service at no increase in costs to be implemented at the time of CAD system implementation.

Ms. McGuire explained how Dial-a-ride service worked and how it provided more flexibility. Required notice time had not yet been considered. This route was not to take riders to Santa Fé.

Mr. Kelly explained how premium service would work with fares of $5 or $10 in the flex service, depending on how far the rider lived from a regular fixed route. Within ¾ mile range from fixed routes there was no additional charge and further would require a double far for ADA clients and a premium far for non ADA riders. It would enhance ridership during mid-day and not increase costs to the District. It was not limited to ADA riders but open to all. The District was bringing all routes into ADA compliance. It worked similar to a cab fare. It was only a disincentive for able-bodied people but they were not coming to bus stops at the

present time. He added that subscriptions were allowed up to 50% of their service. Regular riders could call weekly and not have to call on a daily basis after a certain period of time. Or they could call weekly to make the schedule or modify the subscription with one call.

Mr. Vigil thought the Pojoaque tribal council would approve it.

From the discussion Mr. Mortillaro assumed that dial-a- ride was a Board recommendation.

- San Ildefonso Route: KFH had two recommendations and staff supported both. They were to extend into the Pueblo and add a mid-day run at $26,500 cost.

In response to Board questions, Mr. Mortillaro said stops at El Rancho and Battleship View were included in the recommendations for this route or the route to Los Alamos.

- Riverside Route: Route modifications were proposed with flexibility enhancements at no increase in budgeted costs. Stops at the Dream catcher would only be made at commuter times. There were no objections to this recommendation.

- Westside Route: The staff suggested the crosstown configuration which would provide service at current levels and better serve the east side (El Llano and McCurdy) provided buses can get through there.

Councilor Salazar agreed with this recommendation for the west side to east side coverage.

- UNM Taos Route: The recommendation had a lot of cost reallocation and depended on modifications with Chili Line service and have them provide the last 1.5 miles to the Klauer location. If approved, it would save $138,000. We have discussed this with town of Taos. Last week the Town Manager and I met and he committed to get this moving. The concept is that they would take on the last one and a half miles of the Klauer route with District compensation.

- NM 599 Route had no proposed changes.

- Questa – Taos: Staff agreed with KFH recommendations to provide better hours.

- Peñasco – Taos: The recommendation was just modifications of the existing route at no added cost and would add stop at Picuris Pueblo.

Ms. McGuire said they would figure out the best stop location for Picuris. Sipapu began service on the Peñasco route a couple of weeks ago and the service was offered when the riders most need it.

Ms. Mermejo had consulted with the Picuris Governor. The community meeting on December 15 had 100% in favor of the service. A turn-around at the governor's office would work so they are ready.

- Taos – Española: Staff agreed with the recommendations except for the additional hours which was cost prohibitive at $95,000.

- Española – Santa Fé: Staff agreed with both recommendations which had no cost implications. The Board had no objections.

- Española – Los Alamos: Staff agreed with the modifications of a mid-day route and added stops.

Councilor Rodgers liked the changes but the only stop shown was at the transit center. He would like to see stops added downtown like Smith's Market.

Mr. Mortillaro said that was possible and Mr. Shelton also asked for an airport stop. That would be looked at as well as the new shopping center.

- Española – Chimayó: Staff supported both alternatives which had no cost implications.

- Española – El Rito: The recommended route revision would result in $47,000 savings yet kept service level the same and reduced riding time. It might have added stops on this route as well.

- Chimayó – Las Trampas: The recommended revised route timing at no cost was endorsed by staff.

- Chama – Española: The recommendation was a revised schedule with 5 day service. Staff recommended a 6-month trial to see if ridership increases.

Ms. McGuire said the ridership was relatively robust and at the community meeting there was a lot of discussion that Chama folks could get to LANL so 5 days per week needed to happen and provide a closer tie in with Ghost Ranch and regional visitors and connect with the NM Rail runner.

Mr. Mortillaro said initially it was two days per week only and with 5311 funding this route went up to three days per week.

Mr. Kelly said they were experiencing full buses from Chama a couple of times per week and might need a larger bus for it. Lots of people were going to Tierra Amarilla.

Ms. Mermejo said people had to go up for court and for jury duty often.

Ms. McGuire said they were working on that too. It was the county seat so there needed to be a little massaging.

Mr. Campos said the County did a study and 25% of employment in Los Alamos was from Rio Arriba County from the north. They identified at least 25 people from that area that worked at the Labs.

Mr. Dwyer agreed the District should coordinate with the District Court. He used to go that route a lot. The court there needed to be accessible to the public to get justice. He recommended to incorporate those service changes.

- Questa – Red River: The recommendation was to adjust the route on seasonal levels and reduce costs

by $28,000. There was some concern about the proposed reduction by the Mayor of Red River. Staff made diligent efforts to get other input there and had not succeeded. At this time staff still recommended seasonal adjustment and would continue to look at ridership.

Chair Barrone agreed to help get them in touch with Ms. McGuire.

- Eldorado – Santa Fé: Staff concurred with the recommended alternatives resulting in $38,000 savings.

- Edgewood – Santa Fé: the recommendation was to add a mid-day trip and staff agreed to a six-month trial at an annual cost of $47,500. There was merit to try it. It all would depend on marketing. The District had been able to use one commuter as the driver as a part time employee. They had two but one of them left town so they were down to one and that one has had personal issue. So the District has had to have a driver commute to Edgewood at 4 am. And at the end of each shift commute back to Santa Fé. They tried to recruit another person but haven't yet.

  Councilor Ring agreed to help. With a potential route change he would contact the Town Clerk.

  Mr. Mortillaro said they did advertise in the newspaper there.

- Tesuque – Santa Fé: Staff concurred with the alternates which had no cost implications.

- Santa Clara Route: Staff concurred with both alternatives which had no cost implications.

The total cost implications for Existing Services was approximately $130,000 in cost savings. So they could consider allocating that amount to New Services.

- Eastside Española Route: Staff concurred with the recommendation and combining it with Westside and eventually have a standalone east side route. It would require some road improvements and that would take time. But eventually the District would like to see that happen. The cost would be $228,000 and $76,000 for added fleet. The only way to accomplish that would be from grant funding and local funding for road improvements in that area.

- La Cienega: Staff recommended this service when funding became available. It would cost $114,000 and the staff would recommend a six month trial. A man from La Cienega was present.

Mr. Carl Dickens, President of La Cienega Valley Community Association, thanked the RTD for bringing this possible service. He gave history of the community, including 25% growth in population since 2000. They had a growing Mexican immigrant population and senior population. This was very important to the community. It would provide access to health service and job opportunities. They saw future growth in residential and commercial development in their community.

Mr. Dickens shared one example of a retired lawyer who couldn't drive her car. Just getting to the doctor was an incredible hassle for her. The Association would support the District's consideration to establish a route through La Cienega and Las Cieneguilla.

- Golden Route: Mr. Mortillaro said staff agreed with one day per week recommended service to Golden on a trial basis.

- Tres Piedras: The recommendation was for one day per week service on a six month trial basis. Staff thought trying it would be worthwhile and see how ridership developed.

  Chair Barrone requested consideration of a stop on Colorado Road and Rim Road.

- Regional Premium Express Service: Staff would like this to be considered using other funding. Weekend services is the next step of the District's direction.

- Ski Service: The District is still working on Ski Santa Fé service that also needs alternate funding.

- Shoppers Shuttle: This would need added staff in order to generate funds for this service.

- Weekend Española Service: Staff said if ridership grows so that weekend service was justified they would bring it back to the Board later.

Summary for New Service suggested expanding with trial services for Golden and Tres Piedras and adding marketing staff which would still leave $68,000 in savings. That wasn't enough to implement anything else except as a match for a grant. If the six month trial for Golden and Tres Piedras didn't work out, the District would not have lost anything. The other expansion was for five-day per week service at Chama and mid-day service with Edgewood.

Ms. McGuire said she was continuing to receive input from the public, especially from Tres Piedras and La Cienega.

Mr. Mortillaro said he would convey this discussion to the consultant if there was no objection by the Board and they could include it in their proposed service plan.

Councilor Ring asked if the proposed service plan could be put on our website.

Mr. Mortillaro agreed and would encourage constituents to review it and provide feedback.

Mr. Mortillaro added that staff was looking for new funding; some through NMDOT. To be used for services, it would have to be on a reoccurring basis.

This item was for discussion only and no further action was taken.

F. Discussion and Consideration Authorizing the Employee Recognition Program.

Mr. Mortillaro reported that the District did not have a formal employee recognition program. In April, 2013 he put together an employee recognition committee to work on a program. The District Staff recognizes

birthdays and anniversaries but that has been the extent. They recently had a Frito pie fundraiser for establishing an employee recognition fund and administrative staff personally paid for gift cards for drivers and dispatchers.

Mr. Mortillaro asked the committee to report to the Board. The committee consisted of Dalene Lucero, Chair, Shannon Sandoval, Secretary, Stacey McGuire, Treasurer, Jim Nagle, Nicholas Molina, Jose Palomares, Cindy Romero and Belen De Santiago.

Mr. Nagle shared the "*Above and Beyond*" program for service beyond expectations - drivers who saved lives or worked with law enforcement to track down drunk drivers - things that others didn't know about to recognize them. One extraordinary employee each quarter would be presented with a certificate at the quarterly Board meeting and published in Blue Bus Times.

Mr. Molina shared the safety recognition award for safe driving or helping with safety operations as well as recognition for time without accident and helping others be safe. Employees would be urged to nominate employees for those awards.

Ms. McGuire, Ms. Lucero, and Ms. Aragon shared the vision for other recognitions of employees. They hoped a benefit could be provided to help employees with membership dues to a local gym or facility. At a rate of $15 per month it would provide $180 per year for that benefit per employee.

Ms. McGuire said they wanted to provide a program for recognition of long tenure at 1, 5, 10, 15 and 20 year intervals with the District. There is a lot of value in keeping employees a long time. Their suggested awards were listed in the packet.

Chair Barrone suggested that Ms. McGuire contact Taos County staff on how they did employee recognition awards.

Councilor Ring moved to direct staff to come back with a formal resolution for employee recognition. Mr. Vigil seconded the motion.

Ms. Maes said Tesuque Pueblo just went through a review and of their health insurance plan and it included $10 per month for their wellness program which required the employee to work out three times per week.

Mr. Mortillaro said they used the State health plan and the wellness program required a higher premium but the District could consider that in the future.

The motion passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fé County, Taos County, Nambé Pueblo, Pojoaque Pueblo, Ohkay Owingeh, Santa Clara Pueblo, Tesuque Pueblo, City of Española and Town of Edgewood voting in favor and none voting against. The City of Santa Fé was not present for the vote.

G. Review of Ski Santa Fé Update.

Ms. McGuire referred to page 134 for the update information. She had been meeting with agencies and individuals regarding this project and listed the people she met with: Ken Smithson, Director of Operations at Santa Fé Trails, David Griscom, Economic Development Manager for Santa Fé County, Duke Klauck, owner of Ten thousand Waves, George Brooks of Ski New Mexico, Benny Abruzzo, owner of Ski Santa Fé and Cynthia Delgado, Marketing Director for Santa Fé Convention and Visitors' Bureau. She also contacted National Bus Sales regarding equipment and Government Capital Corporation regarding possible bus leasing options.

As authorized by the Board in December, she requested additional 5311 funds through NMDOT, some of which was tied in with the service plan.

Commissioner Chávez asked if this level of service would provide Blue Bus service .Ms. McGuire agreed.

Ms. McGuire noted that Tesuque Pueblo voiced some concerns about access into the Santa Fé National Forest and how that might affect sacred lands in the area. That would be factored into the discussions. She was aware that it could be very sensitive.

She also reported that the FLAP application was due today and thanked those who submitted support letters. It was very positive.

Mr. Mortillaro added that they also reached out to federal legislators for letters of support.

Ms. Maes reported that Tesuque now had a new Governor, Lt. Governor and Tribal Council. Charles Dorame was still on the Council.

Mr. Mortillaro said he met with him and he mentioned again the sensitivity to this area and indicated there might be a letter from their Council to the District regarding this matter.

No Board action was taken on this report.

DISCUSSION ITEMS

H. Financial Report for December 2013.

Ms. Aragon presented the report six months of activity. GRT Revenue was as of October, 2013 and was shown on page 138 of the packet. She pointed out that Los Alamos County GRT came in $74,000 below budget. She briefly reported on fare income and other revenue and then listed the expenditure totals as how on page 144 in the packet.

There were no questions from the Board regarding the Financial Report.

I. Finance Subcommittee

Mr. Vigil said the Finance Subcommittee met on November 22, 2013. He thought this meeting had already covered everything that took place in the Finance Subcommittee meeting. The agenda and minutes were provided to Board Members for review.

Mr. Mortillaro said the Subcommittee would meet January 24 with midyear budget review and review of a draft of the sustainability plan as well.

J. Tribal Subcommittee

There was no Tribal Subcommittee Report.

Ms. McGuire announced the next meeting of the Tribal Subcommittee would be on January 14 at 2:30 p.m. She asked Board members to let her know of agenda items to be included in that meeting.

K. Executive Director's Report for December 2013 and Comments from the Executive Director

1) Executive Report

Mr. Mortillaro reported that the Legislative Finance Committee asked their staff to review the RTDs and the NCRTD got picked. The Staff met with them on January 3 and responded to their questions. They are allowed to do program review. Their process was to gather information and make a report to the LFC and would provide a copy with any responses.

He announced that NMDOT is creating a 2040 Long Range Multi-modal Transportation Plan. Ms. McGuire will represent the District at the state-wide committee. He was glad the District was asked to participate.

Lastly, the District is working with Davis-Mayo & Associates to undertake a customer service culture initiative. Board members will be receiving a questionnaire from the consultant and ask for confidential responses about customer service. It will include also a number of focus groups for employees and finance subcommittee and Tribal subcommittee to discuss customer service. The consultant will also address a customer service policy with training opportunity for board, staff and management. In the 2011 survey, they got a lot of positive comments and feedback from the 16 community meetings. It was now time to put it all down in words.

2) Performance Measures for November 2013
3) Ridership Report for November 2013

Mr. Kelly referred the Board members to the report in the packet beginning on page 157. Ridership on RTD routes was a little below last November and overall was up from the previous November but not much. He noted that usually in November, routes were driven for 20 days but this year was only 18 days in the

month because of three weekend and three holidays. Weather was also a factor. That caused increased cost per operating mile and cost per trip.

The spare vehicle ratio is up from added vehicles (20%) and will go up more for December. The ratio goal would still be met with disposal of 4 vehicles. The cost for vehicle mile went up because there were three payrolls in November. The variables would change with the new vehicles added. The fleet average mileage for this period was 98,000.

Mr. Kelly went through the performance measures which were shown in the packet beginning on page 164. Drivers had driven 56,000 since the last minor accident and 101,000 since the last major accident. Inspections were at 94% against a 95% internal target and a federal target of 87%. There were seven incidents - 5 with driver-riders and 2 with riders only.

Commissioner Chávez noted that some of the complaints were more like a request. He asked if staff did a follow up on those complaints. Mr. Kelly agreed.

MATTERS FROM THE BOARD

Chair Barrone noted that Councilor Rodgers was going off the Board and was the Secretary/Treasurer. He asked if he should appoint a temporary replacement or not.

Mr. Dwyer said he would look at the by-laws.

Mr. Mortillaro pointed out that in April of each year the Board took nominations so they had a few months before that would happen.

Mayor Pro Tem Salazar thanked Councilor Rodgers for his service on the Board and wished him the best. The Board joined him in thanking Councilor Rodgers for serving on the Board.

MISCELLANEOUS

There were no miscellaneous items.

ADJOURNMENT

Upon motion by Councilor Ring and second by Mr. Vigil the Board voted unanimously to adjourn at 12:00 noon.

The next Board meeting was scheduled for February 7, 2014 at 9:00 a.m.

Approved by:

Daniel R. Barrone, Chair

Attest:

Geoffrey Rodgers, Secretary

Submitted by:

Carl G. Boaz, Inc. By Carl Boaz

North Central Regional Transit District
Board Meeting
Friday, February 7, 2014
9:00 a.m. - 1:00 p.m.

CALL TO ORDER:

A regular meeting of the North Central Regional Transit District Board was called to order on the above date by Commissioner Dan Barrone, Chair, at 9:12 a.m. at the Jim West Transit Center, 1327 Riverside Drive, Española, New Mexico.

1. **Pledge of Allegiance**

2. **Moment of Silence**

3. **Roll Call**

Ms. Lucero called the roll and it indicated the presence of a quorum as follows:

Members Present:	**Elected Members**	**Alternate Designees**
Los Alamos County	*Councilor Pete Sheehy*	
Rio Arriba County	*Commissioner Barney Trujillo*	*Mr. Tomás Campos*
Taos County	*Commissioner Daniel Barrone*	
Santa Fé County	*Commissioner Miguel Chávez*	
Nambé Pueblo	*Mr. Lonnie Montoya*	
Pojoaque Pueblo	Excused	
Ohkay Owingeh	Excused	
San Ildefonso Pueblo	*Ms. Lillian Garcia*	
Santa Clara Pueblo		*Ms. Mary Lou Valério*

Tesuque Pueblo		*Ms. Sandra Maes*
City of Santa Fé		*Mr. Jon Bulthuis*
City of Española	*Mayor Pro Tem D. Tim Salazar*	
Town of Edgewood	Excused	
Rio Metro (ex officio)		

Staff Members Present
Mr. Anthony J. Mortillaro, Executive Director
Mr. Pat López, Financial Specialist
Mr. Jim Nagle, Public Information Officer
Ms. Dalene Lucero, Executive Assistant
Mr. Mike Kelly, Transit Operations Manager
Ms. Stacey McGuire, Projects and Grants Specialist

Others Present
Mr. Peter Dwyer, Legal Counsel
Mr. Carl Boaz, Stenographer
Mr. Antonio Sierra, Rio Grande Sun
Ms. Arin McKenna, Los Alamos County
Mr. Robert Griego, Santa Fé County
Mr. Ken Hosen, KFH Consultants
Councilor Geoff Rodgers, Los Alamos County
Mr. Greg White, NMDOT

4. INTRODUCTIONS

All present introduced themselves to the Board.

5. APPROVAL OF AGENDA

Commissioner Chávez moved to approve the agenda as presented. Mr. Bulthuis seconded the motion and it passed by unanimous voice vote.

6. APPROVAL OF MINUTES – January 10, 2014

Ms. Garcia said she was not present at the January meeting but was shown as present.

Commissioner Chávez moved to postpone approval of January 10, 2014 minutes. Commissioner Trujillo seconded the motion and it passed by unanimous voice vote.

7. PUBLIC COMMENTS

There were no public comments.

PRESENTATION ITEMS:

A. Recognition of Councilor Geoff Rodgers' Service to the Board

Councilor Rodgers came forward for the recognition. A Nambé plaque was presented to him, Chair Barrone read the inscription on it and thanked Councilor Rodgers for his service.

Mr. Mortillaro, on behalf of the staff, commended him for his service on the Board, Finance Subcommittee and Property Disposal Committee and as Board Secretary and Treasurer.

ACTION ITEMS FOR APPROVAL/DISCUSSION:

B. Discussion and Possible Action Accepting Chapter 2 of Transit Service Plan Update

Mr. Mortillaro said they had a final presentation on all of the service plan adjustments which were made at the January 10, 2014 meeting by the Board. Those modifications were now included in the Chapter 2 updates.

Mr. Ken Hosen went through Chapter 2 of the Service Plan update and highlighted the route changes and adjustments and presented the new services. Input from Tesuque Governor and Picuris was included. He and Ms. Garcia and Ms. Maes met with the Tesuque Governor and it was a very fruitful discussion and modifications were incorporated into some of the routes. The update and changes had been presented in five memoranda which have all been presented earlier to the Board.

Operating Issues included ADA, timing of routes, connectivity and avoiding duplication. Española Transit Hub is the central transfer point. Bus stops were the RTD's front door. The plan would expand the number of bus stops, service levels, and other changes to meet needs. The goal was to provide more trips for more people and connect the whole region. A few changes might inconvenience or cause a few riders to lose their ride.

- Rt. 200: Española/Santa Fé will have added stops, revised timing with timed meets in Santa Fé and Española. Tesuque and Santa Clara trips between Santa Fé and Española will be on the main schedule and have their own route schedule. No change in budget costs were anticipated.

- Rt. 400: Los Alamos/Española/ Pojoaque will have timing modified, travels west on Jemez and east

on Trinity/502 with more stops in Los Alamos, many added stops on Routes 502 and 30.

- Rt 170: Chimayó/Las Trampas/Española will have routes combined with no loss of service but reduced hours; connections with timed meet at Española and expanded options for Santa Cruz residents. Costs reduced by $38,000.

- Rt. 100: Riverside will have reduced service to Dreamcatcher to four trips/day, elimination of many timing points, timed meet with all buses entering Española and no change in costs.

Mr. Campos arrived at this time.

- Rt. 110: Westside/Crosstown will have two new direct routes, shorter trips, address El Llano and eastside needs with increased cost of $10,000.

- Rt. 180: El Rito will have major revisions eliminating the loop with a direct route, eliminate unused runs, adding stops on Highway 285 and reduced costs of $38,000.

- Rt. 190 - Chama will change from 3 days to 5 days/week on a six month trial, midday service timed to meet at Española and a new stop at Northern New Medico Community College with an increased cost of $61,000.

- Rt. 270: 599/Madrid will be a new route.

- Rt. 280 will have the same but mid-day run but combined with the Edgewood route and costs unchanged.

- Rt. 290: Edgewood will add a midday service at increased cost of $19,000.

- Rt. 210: Pojoaque/Nambé will become a dial-a-ride route and have timed meets with Park & Ride buses to meet commuter needs and unchanged costs.

- Rt. 220: Tesuque will have timing changes, enhanced schedules between Santa Fé and Española and be placed on the Santa Fé-Española schedule with no change in costs.

- Rt. 160: Santa Clara will eliminate the long loop around Española, have more stops and timed meets at Española with no change in costs.

- Rt. 230: San Ildefonso will have service into the Pueblo, service on Highway 30 by the western side of the Pueblo, timed meets in Pojoaque with buses to Santa Fé and Española and added stops on Highway 502 with increase of $38,000 in costs. There were be a turnaround at battleship area and service to the senior center.

- Rt. 300: Taos/Española will be routed on Fairview to Northern New Mexico Community College, serve all stops in Española, timed meet at the Hub, with the schedule revised for commuters and students, new stops south of Velarde with no change in costs.

- Rt. 320: Questa/Costilla will have expanded schedule, timing changed to access Taos during convenient times, no changes to Red River at increased costs of $6,000.

- Rt. 310: Red River will have more service during peak season, no reduction in round trips off peak season, eliminate deadhead moves, eliminate excess slack time, and reduce hours during off peak but not the number of round trips and a cost reduction of $29,000.

- Rt. 330: Peñasco will be modified to meet Picuris needs, no internal trips in Taos (to not compete with Chile Line), service hours adjusted to meet needs with no change in costs.

- ADA Service will employ flex route service throughout the service area within 3/4 mile of fixed routes, ADA paratransit in Española with no change in costs.

- the schedule will have a service trade-off for the UNM Taos route being eliminated and providing funding for the Chile Line to operate the route1.5 miles beyond NCRTD terminus. It will be provided on days students are on campus and could reduce costs by $138,000.

Mr. Hosen said the bottom line would be a net reduction of $130,000 with very little service reduction. He went next to the new routes being proposed:

- Rt. 270X: Golden Extension will provide a once per week extension to Golden with 2 round trips during the mid-day on a six-month trial basis for shopping, medical, recreation and personal business at a cost of $4,000 annually.

- Rt. 360: Tres Piedras will provide once per week service with 2 round trips on a six month trial basis at a cost of $8,000 annually. I will probably be on Wednesdays and if it goes well, could be expanded with possibly getting Walmart as a sponsor.

Future Routes as funding becomes available could be provided for La Cienega/Las Golondrinas needs with a cost of $120,000 for equipment; Regional weekend service at a cost pf $114,000, Ski Shuttles, shopper shuttles, weekend Española service costing $87,000 for Saturdays and $71,000 for Sundays .

Mr. Hosen said the Next Steps were implementation and funding strategies, delivery of the final plan, and continued service improvements.

Councilor Sheehy said regarding schedule meets that in Los Alamos, the standard procedure was to notify the driver to make the connection. The driver would call the dispatcher to let the incoming bus know and that bus should wait for the connection to be made.

Mr. Kelley said the RTD limit was about 3 minutes at a stop. In extreme circumstances, the Rail Runner could wait up to 5 minutes but they have tight schedules.

Mr. Hosen said for these timed meets, the only time they could wait would be if one bus was running late and the dispatcher could hold a bus on a case by case basis.

Councilor Sheehy thought that would work better.

Commissioner Chávez noted this was an action item and if the Board took action, he asked if it would include all of the proposed routes that were new routes.

Mr. Mortillaro agreed.

Ms. Valerio asked if the Chama Route at Canjilon wouldn't go those three extra miles any longer. Mr. Hosen agreed.

Mr. Bulthuis appreciate that this was a comprehensive look at the system and the mobility of it. The work with the local communities, the outreach, and operating staff came together and ended up with a plan that definitely will improve productivity while reducing costs. He applauded staff and the consultant for the results and hoped they could implement it soon.

Ms. Valerio said it appeared that on Rt. 110 on highway 84 there was a stop at the State Police office.

Mr. Hosen said they would fix that. Mr. Mortillaro agreed.

Commissioner Chávez asked if the motion would have to include the dollar amounts.

Mr. Mortillaro said it wouldn't be needed at this point in time. Until it was actually implemented, they would not know the impact. The budget would incorporate these changes with a net savings, providing they could get the service exchange with the Chile Line. By that point of implementation, they would be in the FY 15 budget and could incorporate these into it.

Commissioner Chávez moved to accept Chapter 2 of the Service Plan Update with the amendments to the San Ildefonso and Tesuque Route. Ms. Maes seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fe County, Taos County, Nambe Pueblo, San Ildefonso Pueblo, Santa Clara Pueblo, Tesuque Pueblo, City of Española and City of Santa Fe voting in favor and none voting against.

C. Discussion and Review of the Mid-Year Budget

Ms. Aragon and Mr. Lopez presented the Mid-Year Budget Review to the Board and went over the details for the midpoint of the fiscal year (six months - 50%). Ms. Aragon reported that the NCRTD was on target with expected revenue and expenses at the end of December, 2013. The amendments staff had proposed increased the budget by 3.16% ($304,494), bringing the total budget for FY 14 to $9,636,458.

There was a slight deficit in two counties for GRT revenues and was offset by surpluses revenue from the other two counties. No expenditure reductions were anticipated at this time. Capital outlay was as anticipated and any significant changes would come to the Board for review.

Councilor Sheehy addressed the Los Alamos GRT status which had gone down over the last five months. However, with the recent Washington agreement, the County was a lot more confident that the rest of the year would be flat if not a slight increase.

Ms. Aragon said the federal grants awarded to NCRTD would remain static for the remainder of FY 2014. She added that grant funds came as reimbursements for expenses incurred.

Mr. Mortillaro pointed out that last year at this time they would looking at a deficit of $400,000 and made a specific plan to end the year with a balanced budget. The result that came was $900,000 below expected expenses. This year, the economy was improved and they anticipated a close margin and hoped to have a good year.

Councilor Sheehy hoped for good GRT for the rest of the year. He was impressed with the service plan that, despite budget problems, the RTD was working on better service as they moved forward.

Commissioner Chávez moved to accept the mid-year budget review as presented. Mr. Montoya seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fe County, Taos County, Nambe Pueblo, San Ildefonso Pueblo, Santa Clara Pueblo, Tesuque Pueblo, City of Española and City of Santa Fe voting in favor and none voting against.

D. Discussion and Consideration of Resolution 2014-02 Authorizing the Adoption of the Employee Recognition Program

Mr. Mortillaro provided an overview of the Employee Recognition Program to the Board.

Commissioner Chávez commented that the program in the packet didn't appear to have left anything out with awards for tenure and outstanding service. It was well thought out and a way for the organization to recognize a positive working environment and he knew the RTD had done that. As the NCRTD grows this program is needed and it is timely and will help us proceed in a positive manner.

Commissioner Chávez moved to approve Resolution 2014-02 as presented. Mayor Pro Tem Salazar seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fe County, Taos County, Nambe Pueblo, San Ildefonso Pueblo, Santa Clara Pueblo, Tesuque Pueblo, City of Española and City of Santa Fe voting in favor and none voting against.

E. Discussion and Consideration of Resolution 2014-03 Authorizing the Adoption of the Environmental Sustainability Plan

Mr. Kelly presented the Environmental Sustainability Plan in a PowerPoint Presentation. He spoke about the need for sustainability plans with investments, respect for our land, ways we conduct our business because everyone had ownership in sustainability. The Mission Statement was to be an environmentally conscious, sustainable partner, enhancing the quality of life of the North Central New Mexico communities

and beyond. It was more than just public transportation.

He pointed out that alternative fuels was an important component. The Board approved an alternative fuels analysis and a directive to purchase alternate fuels vehicles. The District will buy one fueled by propane and one by CNG. The choice, out of those tests, would determine the District's future.

He said a third of the fleet was Chevrolet vehicles that were able to burn flex fuels. The closest stations for alternate fuels were the Nambé Travel Center and in Santa Fé. It would be too expensive if fuel was not available.

For best practices, the District incorporated motion sensor light switches, thermostatic controls, recycle of waste, controlled water use and recapture, natural gas backup generator, and multi-purpose use of the transit facility. They also sent nonsensitive paper to schools for their use and had sensor water shut offs in rest rooms. Bus shelters would have solar lighting, trash receptacles, schedule information and multi-modal locations. Bus stop locations might need to change as a community changed so multi-modal locations were preferred.

He said Passenger Information Systems reduce paper use. STOP#12345 will help riders know when the next bus would arrive by using a smart phone. There was also a real-time data feed on the web, email alerts and the ADL system could publish it. That reduced the need for printed schedule brochures.

Future Facility Development could be done since the District only used 1.3 of the property now. There were plans for a maintenance facility some day and they would still have vacant property. We want to do LEED Certified construction where affordable. Also could consider leasing some out for Transit Oriented Development and energize the vacant space with renewable solar energy distributed generation.

Chair Barrone asked, in the event of disasters, if there were method for moving people.

Mr. Kelly agreed. It was part of the transit security system and would use response teams. He related a sudden storm in Arizona and how the transit system rescued people.

Councilor Sheehy agreed we want to be a sustainable operation. It is smart and can save money doing that. But gasoline is expensive and ethanol doesn't save much. Natural Gas is much more efficient. We don't know how the prices will sort out. Ethanol prices could go down and if waste wood could be converted, it would really help. We need to hedge our bets and be ready by looking into alternate energy resources. With minor modifications the vehicles could be converted to natural gas and was an option to consider in vehicle purchases. He was very supportive of this overall plan.

Ms. Maes appreciated this work and thought the District should go forward with it. It was an opportunity for the Board.

Mr. Bulthuis agreed with her comments. He said "telling our story is a big part of our plan." We need to let the public know of this effort. We could also be part of the alternative fuels Task Force and bring our vehicles to the State Fair. The Clean Cities Coalition is also in New Mexico who are folks in the business of sustainability and the RTD should partner with them and the work they are doing.

Chair Barrone suggested that solar covers or canopies could also help with energy costs in this building. The use of solar is pretty impressive.

Councilor Sheehy moved to adopt Resolution 2014-03. Commissioner Chávez seconded the motion.

Councilor Sheehy said the District need to get this out to the public. It might evolve but the fundamentals are there. We need to tell the public we are committed to it.

Mr. Campos wished it had happened a long time ago. Española once had a natural gas station.

Commissioner Chávez, for clarification, if Exhibit A was to be part of the plan for the resolution.

Mr. Dwyer agreed that the Resolution 2014-03incorporated it as presented on page 126 of the packet.

The motion to adopt Resolution 2014-03 passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fe County, Taos County, Nambe Pueblo, San Ildefonso Pueblo, Santa Clara Pueblo, Tesuque Pueblo, City of Española and City of Santa Fe voting in favor and none voting against.

DISCUSSION ITEMS:

F. Discussion and Review of Ski Santa Fé Service Update

Ms. McGuire reported that in the past few months, she had met with interested parties and researched funding possibilities. The FLAP (Federal Lands Access Program) application was submitted on time and selection of grantees was anticipated by April or May. In January, she met with a representative of the Santa Fé National Forest and requested service and he provided support for the application. She also talked with National Bus Sales and the best options (purchase or lease). She also submitted for 5311 added funding from NMDOT. She shared the detailed breakout of the costs to the Board.

Ms. Valério excused herself from the meeting at 11:06.

Commissioner Chávez asked if there was any interest in cost sharing among the businesses at the ski basin.

Ms. McGuire said Ski Santa Fé spoke to the Board at the November meeting and agreed to provide some cost sharing. For other than a lift ticket subsidy, she had not investigated yet.

Commissioner Chávez thought cost sharing was a must for ski routes. He asked if it would be blue buses. Ms. McGuire agreed.

Commissioner Chávez added that Tesuque was concerned about discussions with the pueblo.

Mr. Mortillaro said Ms. Maes did mention that and yesterday when meeting with Tesuque, they spoke with the Governor and former Governor about increased usage on that Ski Santa Fé location. So staff members were very aware of it.

Commissioner Chávez said he just didn't see anything about it in the report.

Ms. Maes said the Pueblo knows about this and is open to discussion regarding the issue.

Ms. McGuire said in speaking with the Santa Fé National Forest, they are aware of and sensitive to that as well. And they all need to be together on it.

Mr. Bulthuis said regarding the 5311 application that it would be determined in May and asked if District staff knew how much and when it would become available.

Ms. McGuire said there were two possibilities. Design was one part. Construction was another and that wouldn't be a major issue. With the decision in May she hoped to have a concrete plan by mid-summer. And that meant they could have promotion before the season started.

Mr. Mortillaro said they were requesting three vehicles and some funding for operations for three years. There were competing applications being submitted also.

Ms. McGuire noted that it was not yet clear if vehicle purchases qualified under this program and the federal contact said it was a state decision so she reached out to find out if that was eligible and hadn't heard back so she didn't know yet.

Commissioner Chávez was glad they were trying to secure federal and other money but still hoped the business would share funding. He wondered if they were going to match any of the federal funding or not.

Ms. McGuire said it was not part of the conversation yet but she anticipated some soon.

Commissioner Chávez thought Lodgers Tax might be a possibility also.

Ms. McGuire had not researched that yet.

Mr. Bulthuis said the door to that discussion has been opened.

Ms. Maes also asked that further discussions include the Tesuque Governor.

Commissioner Chávez asked that it be part of update at the Santa Fé Board of County Commissioners.

G. Financial Report for January 2014

Ms. Aragon shared the financial report for January with 7 months of financial activity and referred the

Board to page 137 and following.

H. Finance Subcommittee Report

Mr. Mortillaro said at their last meeting, the Finance Subcommittee went over the mid-year budget and sustainability. The next meeting would be on February 12, focused on customer service and the consultant will be at the meeting.

I. Tribal Subcommittee Report

There was no meeting of the Sub-committee. Ms. Valério was not present to give a report. On that the same date for the Finance Subcommittee meeting, in the afternoon, the Tribal subcommittee would meet and reminders would be sent out. The normal meeting date is the second Tuesday of the month.

J. Executive Report for January 2014 and Comments from the Executive Director

1. Executive Report

2. Performance Measures for December 2013

3. Ridership Report for December 2013

These reports were reviewed briefly with the Board.

MATTERS FROM THE BOARD

K. Discussion and Consideration of Interim Board Treasurer/Secretary

Chair Barrone explained that the next election of officers would be in April and the Board needed to have an interim Treasurer/Secretary. So he asked Mayor Pro Tem Tim Salazar to be the interim until April.

Mayor Pro Tem Salazar was willing to take that on.

On that date in afternoon the Tribal subcommittee will meet. I'll send out reminders.

The Board voted by unanimous roll call vote to support the Chair's appointment with Los Alamos County, Rio Arriba County, Santa Fe County, Taos County, Nambe Pueblo, San Ildefonso Pueblo, Tesuque Pueblo, City of Española and City of Santa Fe voting in favor and none voting against. Santa Clara Pueblo was not present for the vote.

MISCELLANEOUS

ADJOURNMENT – Next Board Meeting: March 7, 2014 at 9:00 a.m.

Commissioner Chávez moved to adjourn the meeting. Commissioner Trujillo seconded the motion and it passed by unanimous voice vote. Santa Clara Pueblo was not present for the vote.

The meeting was adjourned at 11:58 a.m.

Approved by:

Daniel R. Barrone, Chair

Attest:

Dennis Tim Salazar, Secretary

Submitted by:

Carl Boaz, Stenographer

Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: March 7, 2014

Agenda Item - C

Title: Review and Discussion of the Conceptual Design of the Maintenance Facility, Vehicle Wash Bay, and Fueling Station

Prepared By: Anthony Mortillaro, Executive Director and Stacey McGuire, Projects and Grants Specialist

Summary: At the July 13, 2013 Board meeting an award for the planning and conceptual design of a Maintenance Facility was authorized and awarded to Huitt-Zollars. The firm has now completed the program report of the functions and uses which serves as the basis of the design. A site plan providing for the placement of the facilities and current and future uses of the District property is also presented as is a floor plan and future building expansion. Lastly, a high level cost estimate was generated for the conceptual design. This cost estimate does not include other site improvements such as the Park and Ride facility or the Transit Orientated Development.

The project will not be able to be constructed until a funding source is secured, however, if District capital funds are available and if authorized by the Board at budget time it might be possible to proceed with final design of the project, in order to have a shovel ready project. Final design will take approximately 6-9 months. The estimated cost for design is $577,500.

Background: The NCRTD was awarded a §5304 grant through NMDOT in 2010 for Design of a Transit Maintenance Facility. In accordance with NM State Procurement Code (as listed in the 5304 funding award language), The NCRTD issued a Request for Qualifications for Conceptual Design of a Maintenance Facility, Vehicle Wash Bay, and Fueling Station on May 3, 2013. The deadline for submittal of Statements of Qualifications to the NCRTD was May 22, 2013. The NCRTD received 5 Statements of Qualifications from respondents. A Statement evaluation team

was assembled consisting of Anthony Mortillaro (NCRTD Executive Director), Gus Martinez (NCRTD Fleet Maintenance Manager), Stacey McGuire (NCRTD Projects and Grants Specialist), and Philo Shelton (Los Alamos County Public Works Director and NCRTD Board member). The evaluation team collectively determined that the most qualified respondent was Huitt-Zollars,Inc. Huitt-Zollars is a national architectural and design firm with demonstrated experience and expertise in the transit facilities field. Huitt-Zollars, Inc. has offices in Rio Rancho and Albuquerque, New Mexico. The project was awarded to Huitt-Zollars and the program report was performed by their sub consultant Maintenance Design Group, LLC, Denver, Colorado who specializes in the planning and design of vehicle operations and maintenance facilities and transit centers.

Recommended Action: Discussion only.

Options/Alternatives: NA

Fiscal Impact: The §5304 grant award has an expiration date of September 30, 2014, and is already on its third extension. The total available funding is $62,500 (50% - 5304 and 50% - RTD match). The negotiated cost for the conceptual design services was $58,400 not inclusive of NM GRT. Other services such as geotechnical, surveying, and environmental assessment were to be approved on an as needed basis and paid as an additive if approved by the District.

Attachments:
- Program Report
- Site Plan, Floor Plan and Elevations
- Construction Estimate

North Central Regional Transit District

NCRTD Transit Maintenance Facility

Espanola, New Mexico

Program Report

Functional *Innovative* *Sustainable*

January 23, 2014

Prepared by

HUITT-ZOLLARS

Maintenance Design Group

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Appendix A: Relationship Diagram

Basis for Design

Background

NCRTD began service in 2007 and provides free bus transit connecting communities and pueblos throughout the counties of north central New Mexico including Los Alamos, Rio Arriba, Santa Fe, and Taos on 20 fixed routes and four demand response routes. Their expanded transit services also provide riders with connections to New Mexico Rail Runner, Santa Fe Trails, New Mexico Park, and Ride, Los Alamos Atomic City Transit, Taos Chile Line, and Red River Miner's Transit. All of its buses are ADA accessible and with bicycle racks.

NCRTD has experienced steady growth in their short history and demand has been met with the purchase of new buses and a new Headquarters facility in 2012. Ridership in 2013 was 193,027 riders.

The mission of the North Central Regional Transit District (NCRTD) is to provide safe, secure and effective public transportation within North Central New Mexico in order to enhance the quality of life of their citizens by providing mobility options and spur economic development throughout the region. In order to achieve this mission, NCRTD needs to provide an efficient and modern bus maintenance facility to maintain their buses and facilities.

Currently, all bus maintenance activities are contracted out to local vehicle repair service facilities. By maintaining their buses NCRTD will have better control over the safety and life span of their primary asset. In their region it has also been difficult to find the skills and adequate facilities to effectively maintain the buses to NCRTD standards. An internal maintenance staff and facility will help keep buses in service more frequently by providing quick fixes and a thorough knowledge of the fleet. Another benefit to having a facility is the possibility of providing maintenance to other government agencies which can recover some operational costs.

Transit Board of Directors have directed NCRTD staff to hire a design team to develop project requirements for a new transit maintenance facility, vehicle wash, and fueling station.

Introduction

This Basis for Design is a fundamental element in developing the project's requirements and space needs for the new NCRTD Transit Maintenance Facility. The purpose of this design narrative is to document and define the functional and operational characteristics of the NCRTD Maintenance groups. The information will help ensure that the stakeholders understand what is needed to clearly communicate to the Design Team the direction of the project. The understanding gained by the Design Team during the interview sessions greatly influences the master

plan, concept design, and layout of the new facility. A summary of operational characteristics is included for each group.

The Design Team held detailed programming interview sessions with NCRTD Operations and Maintenance staff. During these programming sessions, the goal was to gain a thorough understanding of the NCRTD transportation operation. The programming session took place at the NCRTD administration office on September 7, 2013.

For each of the staff groups interviewed, the Design Team identified the group's function, hours of operation, staffing levels, vehicle parking requirements, and key planning issues. For the staff and vehicle data, there are tables showing current and projected totals.

Transit Maintenance

Function

The Transit Maintenance staff provides preventive maintenance, repair, and services the bus and vehicle fleet. This include, fuel, washing, differential and transmission replacement, oil and tire changes, brakes, and inspections. Maintenance of the body, chassis, and major engine component repair and overhaul will be contracted services. Maintenance manages the Parts Room and parts inventory.

Staffing

Hours of operation are three shifts from 5:00 AM to 8:00 PM. Table 1 provides information on staffing level for Transit Maintenance Staff:

Table 1: Maintenance Staffing

Position	2013	2018	2023	2028
Facilities/Fleet Manager*	See Facilities Maintenance			
Shop Foreman/Supervisor	0	1	1	1
Mechanic	0	3	3	4
Lead Mechanic	0	0	1	1
Service Workers	0	2	2	3
Inventory/Parts Administrator	0	1	1	1
Total	**0**	**7**	**8**	**10**

**Note: Fleet Manager is counted with the Facility Maintenance Staff*

Bus Parking

Table 2 is a list of projected bus parking requirements for NCRTD Operations. Buses should be parked outside with the ability to plug them in to keep them warm during winter months. Canopies may be considered as an added option.

Table 2: Bus Parking

Bus Type	2013	2018	2023	2028
45' Commuter Buses (Non-NCRTD)	4	4	5	5
40' Buses (40 pass)	3	3	4	5
35' Buses (28 pass)	4	4	6	8
28' Buses (18 pass)*	5	5	6	7
22' -23' Cut-Away Buses (12-13 pass)*	12	12	0	0
26' Cut-Away Buses (14 pass)*	0	5	13	18
21' Paratransit Vans	5	3	0	0
16' Commuter Vans*	6	4	10	12
Totals	**39**	**40**	**44**	**55**

**Note: 8 buses are parked outside of Espanola, 2 in Taos, 1 in Questa, 1 in Red River, 1 in Chama, 1 in Edgewood, and 2 in Santa Fe. In 10 years an additional 4 buses could be located off-site 2 in Santa Fe and 2 in Taos.*

Buses Maintained

Table 3 is a list of projected bus maintenance requirements for NCRTD Operations.

Table 3: Buses Maintained

Bus Type	2013	2018	2023	2028
40' Buses (40 pass)	3	3	4	5
35' Buses (28 pass)	4	4	6	8
28' Buses (18 pass)	7	7	8	11
22' -23' Cut-Away Buses (12-13 pass)	14	14	0	0
26' Cut-Away Buses (14 pass)	2	7	17	22
21' Paratransit Vans	5	3	0	0
16' Commuter Vans	8	6	12	16
Totals	**43**	**44**	**47**	**62**

Support Vehicle Parking

Bus Operations and Maintenance has support vehicles for staff. Parking spaces need to be directly adjacent to the Operations area of the building. Table 4 provides a list of those vehicles:

Table 4: Support Vehicle Parkin8

Vehicle Type	2013	2018	2023	2028
Cars	4	4	4	4
Service Trucks	1	2	2	2
Totals	**5**	**6**	**6**	**6**

Key Planning Issues

The following issues need to be considered in future planning and design efforts. This facility will maintain and service all buses and vehicles. This facility will store the majority of the buses, with eight to twelve that will be stored off site at satellite locations. The following issues should be considered during design efforts:

Maintenance Office and Support Areas

- Provide an office for the Shop Foreman/Supervisor with modular furniture and file storage with view of the shop floor.
- Provide sufficient shelving and a copy machine for Maintenance Manual and Reference Library.
- Provide adequately sized Men's and Women's Restrooms with sinks, toilets, showers with changing room to accommodate the maintenance staff. Restrooms need to be accessible from the Repair Bays.
- Provide a separate locker alcove area outside of the restrooms to accommodate all maintenance staff projected through the year 2028.
- Provide a Break Room with kitchenette that includes a refrigerator, sink, and microwave.

Repair Bays

- Large Repair Bays need to be sized 20 by 60 feet to maintain the projected fleet of buses at this facility. Each Bay shall be equipped with fall protection, vehicle exhaust reels, lubrication reels, vehicle lifts, and a workbench with vise. Lubrication reels will be shared between two Bays.
- Small Repair Bays need to be sized 20 by 40 feet to maintain the projected fleet of Cut-Away buses and commuter vans at this facility. Each Bay shall be equipped with fall protection, vehicle exhaust reels, lubrication reels, vehicle lifts, and a workbench with vise. Lubrication reels will be shared between two Bays.
- One Bay should have a surface ramp lift (capable of alignment work) and the remaining three bays equipped with portable lifts.
- Future (2023) Chassis Wash Bay will utilize a portable lift for cleaning the undercarriage of bus and be equipped with a pressure washer with two wands.
- Provide one PM Inspection Bay for oil changes and inspection systems for under the bus with a scissor type ramp lift.

Shop Areas

- Dedicated Common Work Areas are required. Locate centrally and open to all Repair Bays. This area includes fixed equipment such as parts washer, drill press, buffer/grinder, workbench with vise, abrasive blast cabinets, etc.
- Electronics including destination signs, and AVL system will be maintained on the bus or in one of the repair bays.

- Provide battery storage space for the charging of batteries in a well ventilated room.
- Emergency Eye Wash/Shower should be strategically located in the Shop.
- Provide workstations with computer for work and parts orders on the Shop floor.
- Secured afterhours access for Maintenance staff and Supervisors.

Support Areas

- Provide a designated storage area for portable equipment for each shop. Equipment in this area will include jack stands, floor jacks, etc. Locate storage areas in open areas and adjacent to the Repair Bays.
- Provide a dedicated space adjacent to the Shop floor for tool box storage.
- Lube/Compressor Room will be sized to include bulk fluid storage tanks. Provide double door exterior access for deliveries.
- Future (2023) Provide an area to accommodate the wash equipment for the Chassis Wash Bay.

Parts Room

- Provide a Storeroom with bulk storage racks and drawer cabinets for parts inventory. Provide direct access to the exterior through an overhead door. Room shall have a Parts Counter and only provide access to Parts staff.
- Tool Crib storage will be with lockable cabinets for tool storage located within the Parts Storeroom.
- Provide a computer workstation in the Parts Storeroom.
- Room should have a ground level shipping and receiving area with overhead door access to the exterior.
- Tire Storage for approximately 20 tires should be located adjacent to the Shop in a secure location.
- Provide Bulk Parts Storage could be located on a mezzanine.
- Provide an Archive Record Storage with shelves and cabinets for storing manuals, books, and other media.

Building Support Areas

- The Custodial Room should be provided to accommodate cart storage, paper supplies, and a mop sink.
- A Computer Network Room is not requires. All computer network equipment will be located in the Operations Building.
- Provide a Mechanical, Electrical, and Fire Room to the support area.

Vehicle Service

Vehicle Fueling

- Provide overhead canopy for two fuel lanes, two dispensers with access to fill lubricants at each lane.

- Provide aboveground fuel tanks. (AST's are easier to manager than UST's)
- Provide a fuel management system to record all items dispensed to the buses.
- Provide a storage room that could be utilized as future Money Room to collect and count the fares from the bus.
- Fuel facility shall allow for a future alternative fuel dispenser (propane or other) and fuel storage system.
- Piping from AST fuel tanks should be routed in a covered trench to the dispensers.

Bus Wash

- Provide infrastructure for a future automated drive-through bus wash with water reclamation system.
- Provide a storage room for detail cleaning supplies adjacent to wash bay facilities.

Site Areas

- Provide a tire storage area for approximately 20 tires adjacent to the maintenance building.
- Provide an area to store recycle and trash bins.
- Provide a back-up emergency generator to power the entire facility during a power outage.
- Provide parking for a plow truck and skid-steer tractor.

Facility Maintenance

Function

The Facilities workers will maintain the headquarters facility, maintenance facility, fuel facility, wash facility, and bus stops. In addition the staff provides landscape maintenance and snow removal for NCRTD facilities.

Staffing

Hours of operation are three staggered shifts from 5:00 AM to 8:00 PM. Table 3 provides information on staffing level for Maintenance Staff:

Table 5: Facility Maintenance Staffing

Position	2013	2018	2023	2028
Facilities/Fleet Manager	1	1	1	1
Administration Specialist	1	1	1	1
Facilities Maint. Specialist	1	1	1	1
Facilities Worker	0	1	2	2
Total	**3**	**4**	**5**	**5**

Key Planning Issues

The following issues need to be considered in future planning and design efforts. This facility will maintain, store all supplies to maintain all NCRTD facilities. The following issues should be considered during design efforts:

- Provide a private office for the Fleet/Facilities Manager with modular furniture, and file storage.
- Provide a private office for the Administration Specialist with modular furniture, and file storage.
- Provide a Facility Maintenance Shop to repair building systems and bus shelters.
- Provide Facility Maintenance Storage to store maintenance equipment, tools, bus shelters, ice melt, and supplies.

Space Needs Program

Introduction

The Space Needs Program for the new Transit Maintenance Facility is based on the projected requirements through the year 2028. The Space Needs Program outlines the space requirements for a safe and efficient operation and is based on applicable industry standards. A summary of the Space Needs Program is provided at the end of this chapter. The summary includes projected square footage needs for all building and exterior areas. All of the assumptions made in regard to staffing and vehicle counts are derived from the programming interviews and discussions with NCRTD.

Space Standards

Area Space Standards were applied to the Space Needs Program. Area requirements in shops and storage areas were derived from functional requirements and equipment space needs and standards from other operations and maintenance facilities. In addition, functional space requirements established through the design of other similar facilities, accepted rules of thumb, and specific requirements of each functional department or group were incorporated to provide a comprehensive Space Needs Program. The space standards listed below were utilized to develop the Space Needs Program and overall requirement areas.

Table 6: Space Standards

Program Area	Area (SF)
Manager Office	150
Supervisor Office	120
Specialist Office	120
Large Repair Bay 20’ x 60’	1200
Small Repair Bay 20’ x 40’	800
Large Bus Parking 12’ x 45’	540
Small Bus Parking 12’ x 30’	360

Circulation Factors

The space requirements shown for each function are net usable area. There are three Circulation Factors utilized in the Space Needs Program. These factors are:

Interior or Building Circulation: This factor is applied to the program as a percentage of the total building square footage. It accounts for miscellaneous building spaces such as hallways, stairwells, janitor closets, mechanical, electrical, and plumbing rooms, wall thickness, and structure (Net to Gross), and access requirements. The following is a list of the factors (in general) that have been applied to the program:

- Maintenance (Office and Support) 25%
- Maintenance (Shop Areas) 25%
- Wash Areas 10%
- Covered Storage 10%
- Service Island 10%
- Exterior Areas 10%

Parking Lot Circulation: This factor is included as a percentage area for each space. The factor equates to 100 percent of the actual space occupied by a vehicle. This additional space must be included in the calculation to account for the drive aisles, walkways, islands, and other areas created by site and access inefficiencies.

Site Area Factor: This factor is also applied to the program as a percentage of the total program square footage. It accounts for areas around buildings, landscape areas, setbacks, building access, and site access. A 75 percent factor has been applied to account for all site requirements and inefficiencies. As such, the better the site conditions, access, easement, etc., the more efficient the site layout can become, possibly reducing this factor even further.

Program Summary

A summary of the Space Needs Program for the NCRTD Transit Maintenance Facility is presented in the following Exhibit. This summary includes all building and site areas including Maintenance, Office and Support Areas, Maintenance Shop Areas, Service Island, Exterior Areas, Bus Parking/Circulation, and Parking Areas. Also summarized are area requirements for site circulation, landscaping, setbacks, and easements (at 75 percent of the total areas). The summary includes total square footage requirements and total acres required.

The Space Needs Program (Exhibit B) that follows identifies each space by name and a space standard (if applicable). Two columns represent the 44 Bus and the 62 Bus Programs. The “Remarks” column provides additional notes about each space.

The Space Needs Program will be used by the Design Team to develop the Selected Master Plan and the conceptual building plans of the new NCRTD Transit Maintenance Facility.

Exhibit A: Space Needs Program Summary

2028 (62 Bus) Program Summary			
Area Description	**Facility Program**		
	Staff		**Areas (sf)**
Maintenance - Office & Support Areas	15		3,280
Maintenance - Shop Areas			14,000
Wash Areas			2,695
Service Island (Fueling)			4,400
Sub-Total Building Areas	**15**		**24,375**
Exterior Areas			2,310
Bus Parking/Circulation			35,500
Employee/Visitor Parking Areas			6,444
Sub-Total Site Areas:			**44,254**
Total All Areas	**15**		**68,629**
Site Circ/Landscape/Set Back/Easements			51,472
Total Site Requirements			**120,101**
Acres			**2.8**

Exhibit B: Space Needs Program

January 23, 2014		(44 Buses)			(62 Buses)			
Space Name	Space Standard	Qty. Staff	Qty. Space	Area (SF)	Qty. Staff	Qty. Space	Area (SF)	Remarks
Maintenance - Office & Support Areas								
Office Areas								
Maintenance Manager	150	1		150	1		150	Private Office
Adminstration Specialist	120	1		120	1		120	Private Office
Shop Foreman/Supervisor	120	1		120	1		120	Private Office
Lead Mechanic		0		0	1		0	
Mechanic		3		0	4		0	1 mechanic per 15 buses
Facilities Maintenance Specialist		1		0	1		0	
Facilities Worker		2		0	2		0	
Service Workers		2		0	3		0	1 Service Worker per 18 buses
Inventory/Parts Administrator	64	1		64	1		64	Desk in Parts Storeroom
Support Areas								
Copy/File/Manual Storage				150			150	
Men's Restroom/Shower/Lockers				400			400	
Women's Restroom//Shower/Lockers				250			250	(16) 12 x 18-inch full height lockers
Maintenance Break Room				250			250	Sink, fridge, dishwasher, vending
Custodial Room				100			100	
Mechanical Room				500			500	Could be on a mezzanine
Computer Network Room				120			120	
Electrical Room				300			300	
Fire Riser Room				100			100	
Sub-Total				**2,624**			**2,624**	
Circ/Mech/Elec/Struct (Net:Gross)	**25%**			656			656	
Total Maintenance - Office		**12**		**3,280**	**15**		**3,280**	

Exhibit B: Space Needs Program (Continued)

January 23, 2014		(44 Buses)			(62 Buses)			
Space Name	Space Standard	Qty. Staff	Qty. Space	Area (SF)	Qty. Staff	Qty. Space	Area (SF)	Remarks
Bus Repair Bays								
Large Repair Bays	20 x 60		1	1,200		2	2,400	Portable lifts
Standard Repair Bays	20 x 40		2	1,600		2	1,600	1 in-ground lift/Alignment
Large PM Inspection Bay	20 x 60		1	1,200		1	1,200	Portable lift
Other Bays								
Chassis Wash Bay	25 x 60			0		1	1,500	Portable lift
Repair Shops								
Common Work Area				500			500	Includes parts cleaning
Battery Room				120			120	
Facility Maintenance Shop				400			400	
Support Areas								
Portable Equipment Storage				300		1	300	
Toolbox Storage				400		1	400	
Lube/Compressor Room				600		1	600	Above ground fluid tanks
Wash Equipment Room				80		1	80	For Chassis Wash Bay
Parts Room								
Storeroom				800			800	
Shipping/Receiving				200			200	
Tire Storage				200			200	Storage for 20 new tires
Tool Crib				0			0	Cabinets in Parts Storeroom
Bulk Storage				300			300	Large parts
Facility Maintenance Storage				400			400	
Archive Record Storage				200			200	on mezzanine
Sub-Total				**8,500**			**11,200**	
Circ/Mech/Elec/Struct (Net:Gross)	**25%**			2,125			2,800	
Total Maintenance - Shop Areas				**10,625**			**14,000**	

Exhibit B: Space Needs Program (Continued)

January 23, 2014		(44 Buses)			(62 Buses)			
Space Name	Space Standard	Qty. Staff	Qty. Space	Area (SF)	Qty. Staff	Qty. Space	Area (SF)	Remarks
Wash Areas								
Bus Wash								
Vehicle Wash Bay	20 x 90		1	1,800		1	1,800	Hand wash/Future Automatic wash
Wash Equipment/Storage Room				500			500	
Electrical Room				150			150	
Sub-Total				**2,450**			**2,450**	
Circ/Mech/Elec/Struct (Net:Gross)	**10%**			245			245	
Total Wash Areas				**2,695**			**2,695**	
Service Island (Fueling)								
Service Lanes								
Fueling/Cleaning Lanes	20 x 50		2	2,000		2	2,000	Canopy covered
Fuel Tanks (Above grade)				2,000			2,000	10,000 Diesel & 10,000 Unleaded
Sub-Total				**4,000**			**4,000**	
Circ/Mech/Elec/Struct (Net:Gross)	**10%**			400			400	
Total Service Island				**4,400**			**4,400**	
Exterior Areas								
Exterior Areas								
Patio				800			800	Include tables, chairs, grill
Emergency Generator				500			500	
Tire Storage				300			300	20 used tires
Scrap/Trash/Recycle Bins				500			500	
Sub-Total				**2,100**			**2,100**	
Circulation Factor	**10%**			210			210	
Total Exterior Areas				**2,310**			**2,310**	

Exhibit B: Space Needs Program (Continued)

January 23, 2014		(44 Buses)			(62 Buses)			
Space Name	Space Standard	Qty. Staff	Qty. Space	Area (SF)	Qty. Staff	Qty. Space	Area (SF)	Remarks
Bus Parking/Circulation								
Parking Areas								
40' Buses (40 passenger)	12 x 45		3	1,620		5	2,700	
35' Buses (28 passenger)	12 x 40		4	1,920		8	3,840	
28' Buses (18 passenger)	12 x 40		5	2,400		7	3,360	
22' - 23' Buses (Cut-Aways) (12-13 pass)	12 x 30		12	4,320		0	0	Removing from fleet
26' Buses (Cut-Aways) (14 passenger)	12 x 30		5	1,800		18	6,480	
21' Paratransit Vans	12 x 30		3	1,080		0	0	Removing from fleet
16' Commuter Vans	12 x 20		4	960		12	2,880	
Sub-Total			**36**	**14,100**		**50**	**19,260**	
Transit Facility Support Vehicle Parking								
45' Commuter Buses	12 x 50		5	3,000		5	3,000	Parking for contract operator
NCRTD Support Vehicles	10 x 20		4	800		4	800	
Down/Ready Bus Parking	12 x 30		8	2,880		12	4,320	
Sub-Total			**17**	**6,680**		**21**	**8,120**	
Site Circulation	**100%**			20,780			27,380	
Total Bus Parking/Circulation			**53**	**27,460**		**71**	**35,500**	
Employee/Visitor Parking Areas								
Employee/ Visitor Parking								
Maintenance Employee Parking	9 x 18		12	1,944		15	2,430	One space for each staff
Visitor Parking	9 x 18		2	324		2	324	
Handicapped Parking	13 x 18		2	468		2	468	
Sub-Total			**16**	**2,736**		**19**	**3,222**	
Site Circulation	**100%**			2,736			3,222	
Total Employee Visitor/Parking Areas				**5,472**			**6,444**	

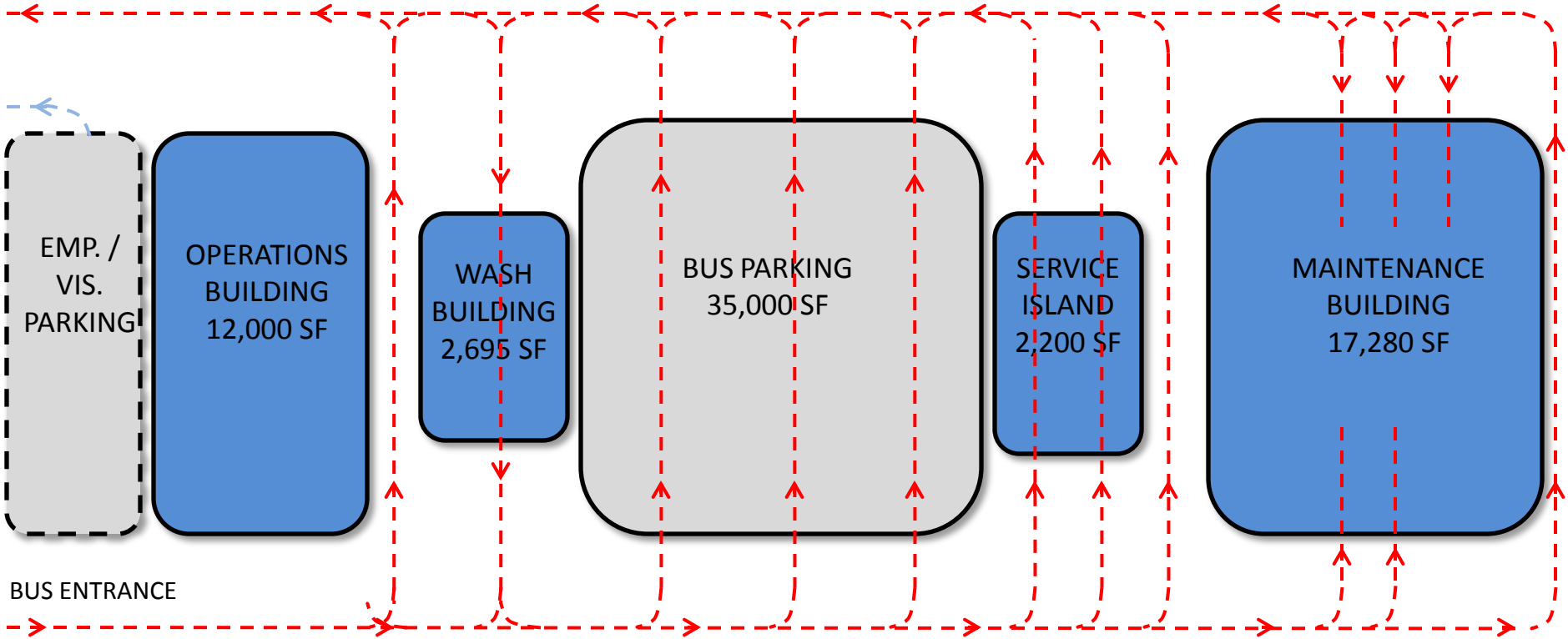
Exhibit B: Space Needs Program (Continued)

January 23, 2014		(44 Buses)			(62 Buses)			
Space Name	Space Standard	Qty. Staff	Qty. Space	Area (SF)	Qty. Staff	Qty. Space	Area (SF)	Remarks
Summary								
		Staff		**Area (SF)**	**Staff**		**Area (SF)**	
Total Maintenance - Office		12		3,280	15		3,280	
Total Maintenance - Shop Areas				10,625			14,000	
Total Wash Areas				2,695			2,695	
Total Service Island				4,400			4,400	
Sub-Total Building Areas:		**12**		**21,000**	**15**		**24,375**	
Total Exterior Areas				2,310			2,310	
Total Bus Parking/Circulation				27,460			35,500	
Total Employee Visitor/Parking Areas				5,472			6,444	
Sub-Total Site Areas:				**35,242**			**44,254**	
Total All Areas				**56,242**			**68,629**	
Site Circ/Landscape/Set Back/Easements	75%			42,182			51,472	
Total Site Requirements (SF):				**98,424**			**120,101**	
Acres				**2.3**			**2.8**	

Appendices
Appendix A: Relationship Diagrams

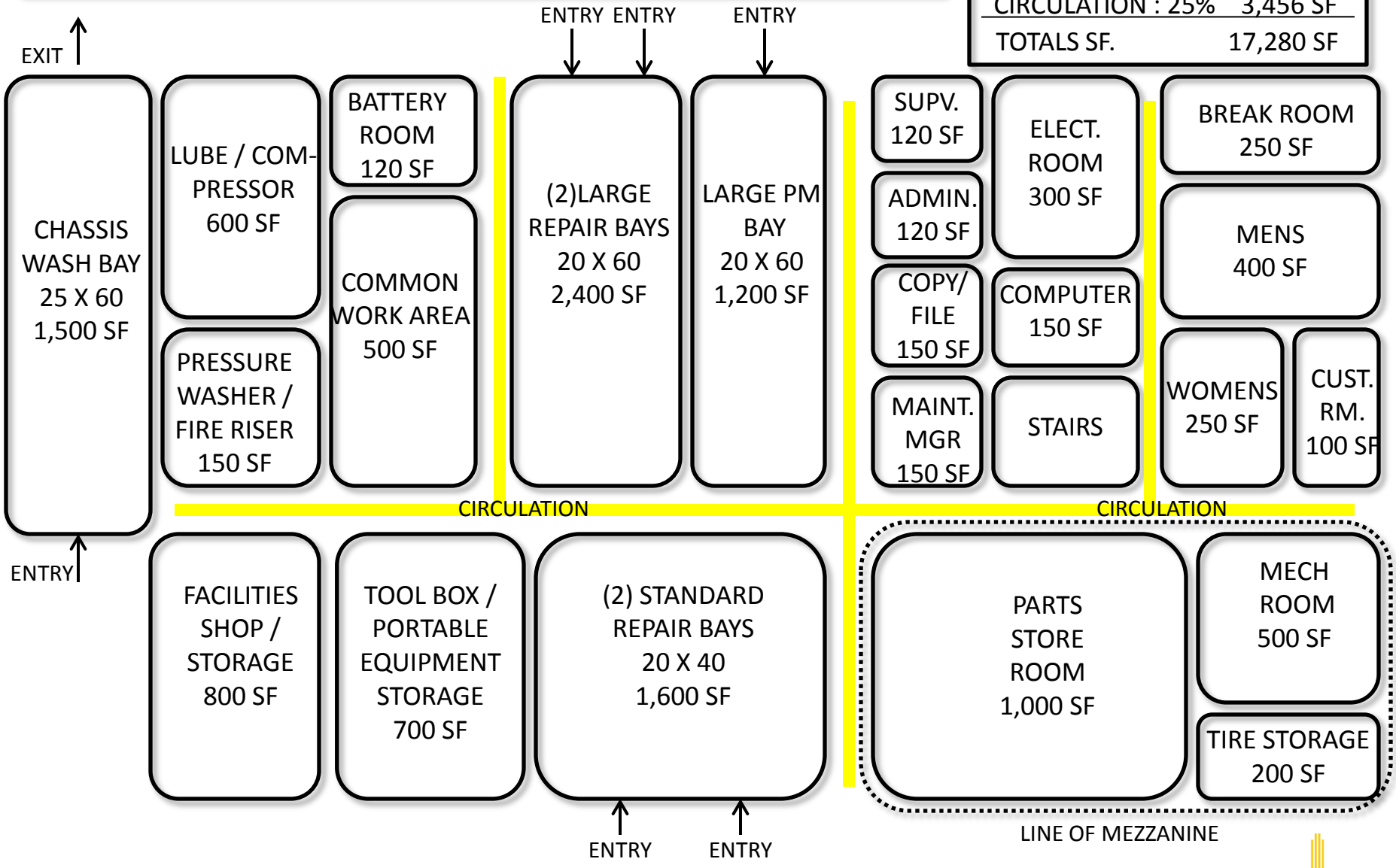
SITE

Possible transit center on this site with park and ride.



MAINTENANCE OFFICE AND SHOP AREAS

SUMMARY TOTALS:	
SUB- TOTAL	13,824SF
CIRCULATION : 25%	3,456 SF
TOTALS SF.	17,280 SF



Maintenance Design Group

HUITT-ZOLLARS

RELATIONSHIP DIAGRAM

RTD
SERVING NORTH CENTRAL NEW MEXICO

SERVICE ISLAND

SUMMARY TOTALS:	
SUB- TOTAL	2,000 SF
CIRCULATION : 10%	200 SF
TOTALS SF.	3,311 SF

(2) FUELING / CLEANING LANES
20 X 50
CANOPY COVERED
2,000 SF

WASH AREAS

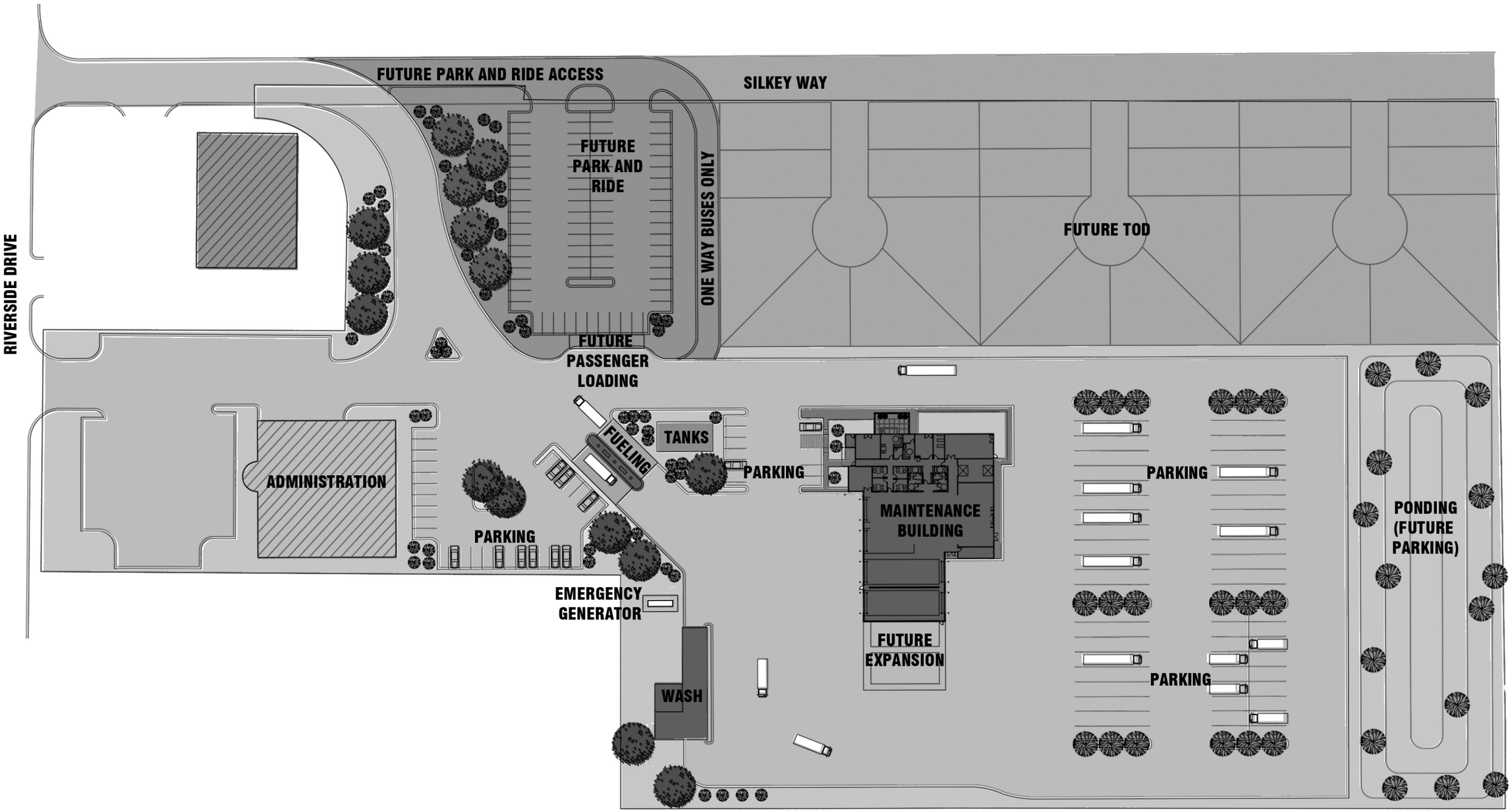
SUMMARY TOTALS:	
SUB-TOTAL	2,450 SF
CIRCULATION : 10%	245 SF
TOTALS SF.	2,695 SF

VEHICLE WASH BAY
20 X 90
HAND WASH / FUTURE WASH
1,800 SF

ELECTICAL ROOM
150 SF

WASH EQUIPMENT /
STORAGE ROOM
500 SF

NCRTD TRANSIT MAINTENANCE FACILITY
ESPAÑOLA, NEW MEXICO
FEBRUARY 24, 2014

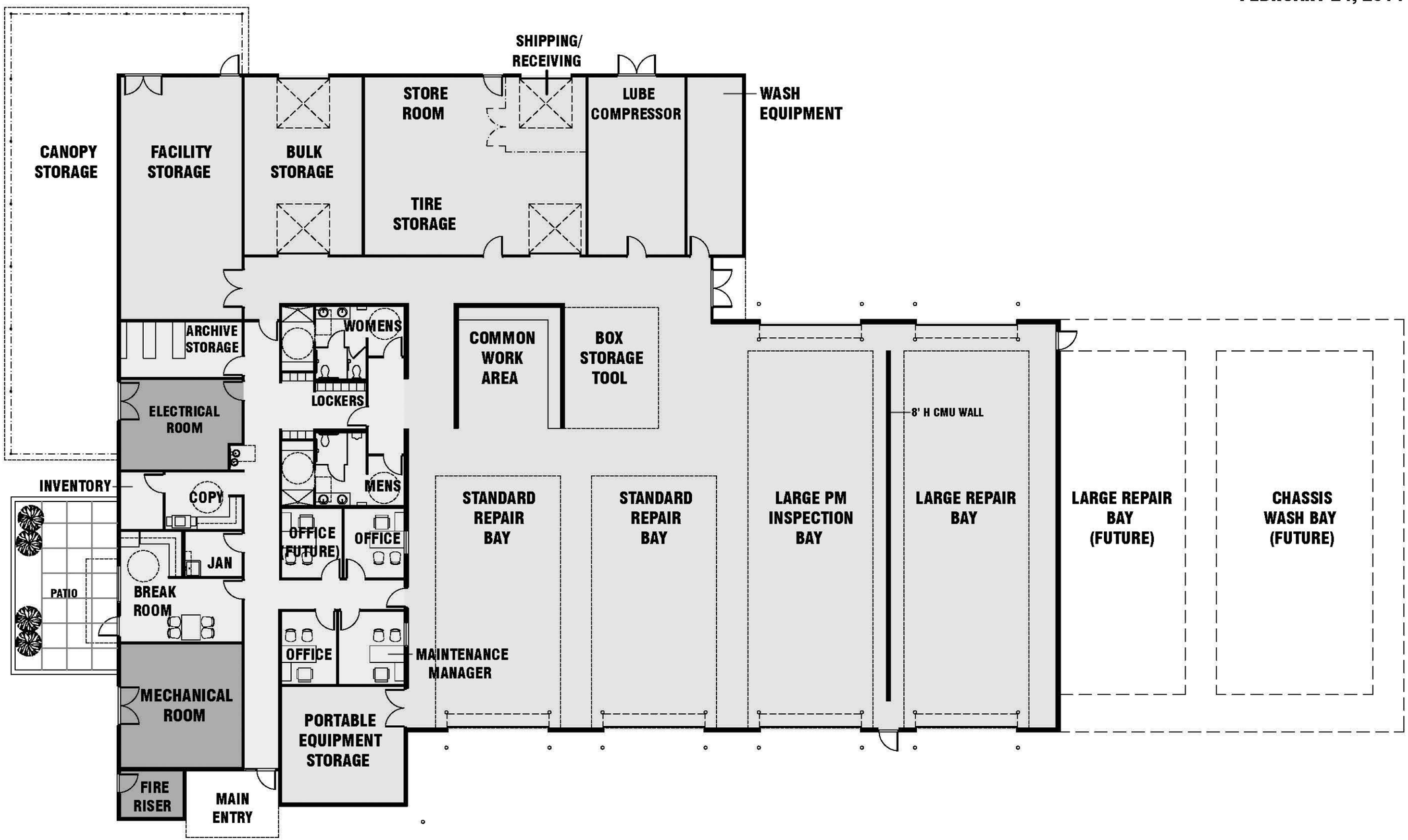


N

SITE PLAN

HUITT-ZOLLARS

NCRTD TRANSIT MAINTENANCE FACILITY
ESPAÑOLA, NEW MEXICO
FEBRUARY 24, 2014

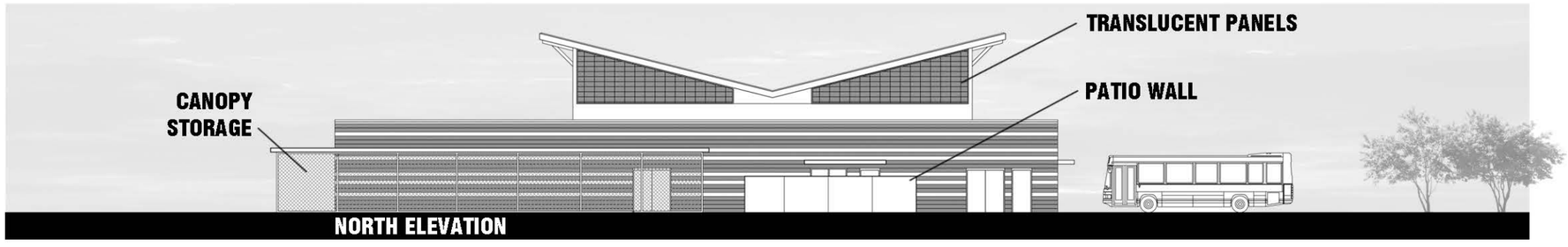


N

FLOOR PLAN
14,354 square feet

HUITT-ZOLLARS

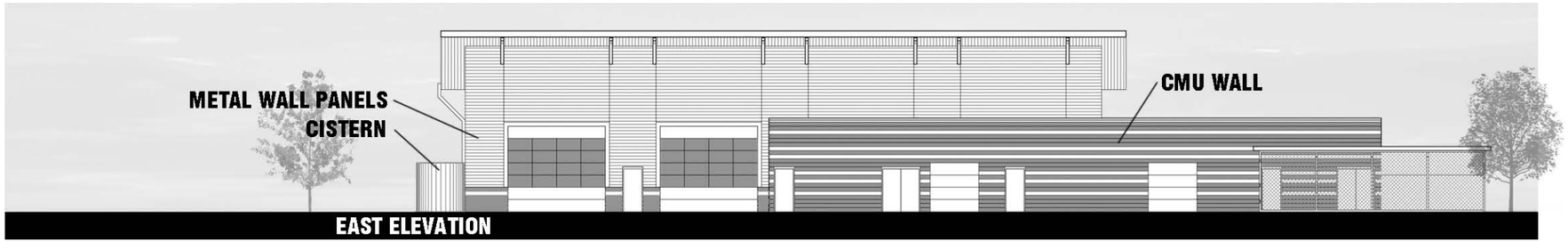
NCRTD TRANSIT MAINTENANCE FACILITY
ESPAÑOLA, NEW MEXICO
FEBRUARY 24, 2014



NORTH ELEVATION

SOUTH ELEVATION

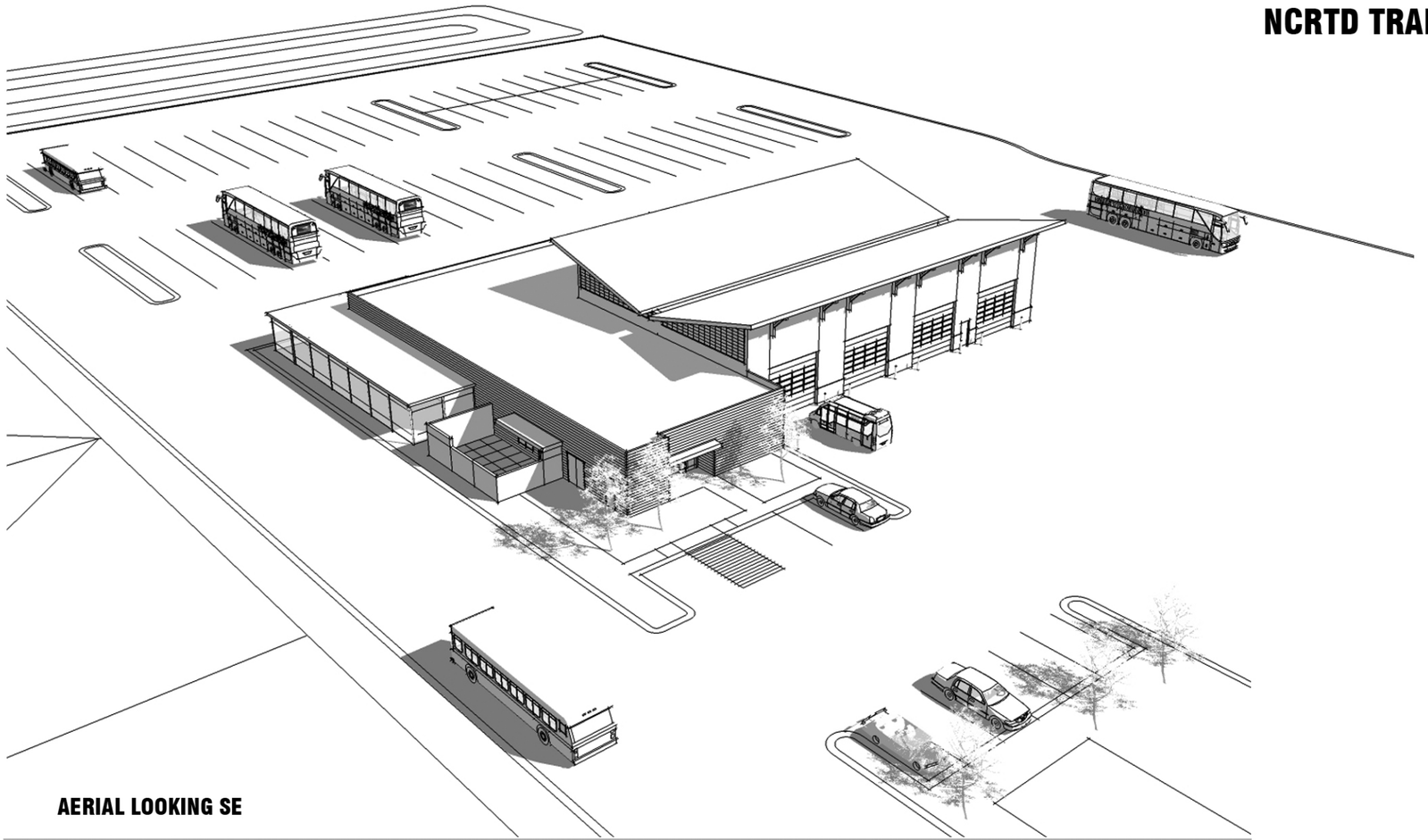
WEST ELEVATION



EAST ELEVATION

HUITT-ZOLLARS

NCRTD TRANSIT MAINTENANCE FACILITY
ESPAÑOLA, NEW MEXICO
FEBRUARY 24, 2014



AERIAL LOOKING SE

PERSEPECTIVE LOOKING SE

HUITT-ZOLLARS

North Central Regional Transit District
New Maintenance Complex

PRELIMINARY COST ANALYSIS

February 24, 2014

ITEM	QUANTITY	UNITS	$ / UNIT	TOTAL
MAINTENANCE BUILDING	14,425	SF	$ 180	$ 2,596,500
BUS WASH BUILDING	2,700	SF	$ 160	$ 432,000
FUELING ISLAND				
FUELING SYSTEM	1	LS	$ 75,000	$ 75,000
CANOPY	3,600	SF	$ 30	$ 108,000
ABOVE GROUND TANKS	2	EA	$ 48,000	$ 96,000
SITE WORK				
EARTHWORK	23,700	CY	$ 9	$ 213,300
8" CONCRETE PAVING	12,300	SY	$ 40	$ 492,000
LANDSCAPING	1	LS	$ 125,000	$ 125,000
EQUIPMENT				
EMERGENCY GENERATOR	1	EA	$ 115,000	$ 115,000
MAINTENANCE BUILDING (** See Below)	1	LS	$ 477,000	$ 477,000
AUTOMATIC BUS WASH SYSTEM	1	LS	$ 250,000	$ 250,000
TOTAL				**$ 4,979,800**

SUBTOTAL	**$ 4,979,800**
DESIGN CONTINGENCY AT 10%	**$ 497,980**
NMGRT @ 8.1875%	**$ 40,772**
Soft Costs	**$ 652,500**
TOTAL ESTIMATED PROJECT COST	**$ 6,171,052**

** **Maintenance Building Equipment List**	
Lubrication System	$ 65,000
Compressed Air System	$ 35,000
Lifts	
2 - Mobile Lifts	$ 130,000
1 - 4 Post Fixed Lift	$ 85,000
Portable Wash Equipment	$ 15,000
Vehicle Exhaust System	$ 82,000
Misc. Shop Equipment	$ 65,000
Benches	
Parts Cleaning System	
Shelving , Racks, etc.	
	$ 477,000

Project Soft Costs	
A/E Fee	$ 440,000
Topographic Survey	$ 6,000
LEED Certification	$ 75,000
Project Manager	$ 75,000
Environmental Documentation	$ 50,000
Geotechnical Report	$ 6,500
Total Soft Costs	**$ 652,500** (Including NMGRT)

Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: March 7, 2014

Agenda Item - D

Title: Resolution 2014-04 Adopting the NCRTD's Title VI Program

Prepared By: Stacey McGuire, Projects and Grants Specialist

Summary: The attached resolution provides for the adoption of the FTA mandated Title VI Program which prohibits discrimination on the basis of race, color, or national origin in federally funded programs and activities. This Title VI Policy specifically addresses the NCRTD and its position as a sub recipient under the New Mexico Department of Transportation (NMDOT) for Federal funding.

Background: The NCRTD is mandated by FTA C 4702.1A to adopt Title VI regulations (49 CFR part 21). This program will integrate into the Districts programs and activities considerations expressed in the Department's Order on Environmental Justice (Order 5610.2), and Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (70 FR 74087, December 14, 2005). FTA requires this program in order to receive grant funds that are passed through the New Mexico Department of Transportation (NMDOT) and received by the NCRTD. The proposed Title VI program has been reviewed by NMDOT.

Recommended Action: It is recommended that Board move for approval of Resolution No 2014-04 and adoption of the Title VI program.

Options/Alternatives: N/A

Fiscal Impact: None

Attachments:
- Resolution 2014-04
- Title VI Program

North Central Regional Transit District (NCRTD)

Resolution 2014 - 04

A RESOLUTION ADOPTING THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT'S TITLE VI PROGRAM WHICH PROHIBITS DISCRIMINATION ON THE BASIS OF RACE, COLOR, OR NATIONAL ORIGIN IN FEDERALLY FUNDED PROGRAMS AND ACTIVITIES.

WHEREAS, the North Central Regional Transit District (NCRTD) is a subrecipient of Federal funds from the Federal Transit Administration (FTA) that pass through the New Mexico Department of Transportation (NMDOT) and;

WHEREAS, the NCRTD, as a subrecipient through NMDOT of Federal funding, is mandated by FTA C4702.1A to adopt Title VI regulations (49 CFR part 21) and to integrate into their programs and activities considerations expressed in the Department's Order on Environmental Justice (Order 5610.2), and Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (70 FR 74087, December 14, 2005).

NOW, THEREFORE, BE IT RESOLVED that the North Central Regional Transit District Board of Directors hereby adopts the Title VI policy for subrecipients through the State of Federal funding as shown in Exhibit "A" attached hereto and made part of this resolution.

PASSED, APPROVED AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 7TH DAY OF MARCH 2014.

_____

Daniel Barrone, Chair

Approved as to form:

_____

Peter Dwyer, Counsel

Title VI Program

Adopted March 7, 2014

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TITLE VI PROGRAM QUESTIONNAIRE

The Federal Transit Administration (FTA) requires all recipients of FTA assistance to develop a Title VI program. This is a new requirement. In the past, NMDOT's program covered the State and its grantees. Now, each grantee must have its own program. To help you develop a Title VI program, NMDOT has developed this questionnaire, which will, once reviewed and accepted by NMDOT, become your Title VI program. Once accepted by NMDOT, you will be required to submit the completed questionnaire to your Board or council for approval and then provide evidence of the approval to NMDOT.

NOTICE TO THE PUBLIC

FTA requires that each grantee notify the public of its rights under Title VI and include the notice and where it is posted in the Title VI program. The notice must include:

- *A statement that the agency operates programs without regard to race, color, and national origin*
- *A description of the procedures that members of the public should follow in order to request additional information on the grantee's nondiscrimination obligations*
- *A description of the procedures that members of the public should follow in order to file a discrimination complaint against the grantee*

The notice can be a separate document, such as a posted sign, a statement that is in another document, or a stand-alone document, such as a Title VI brochure.

Attachment A presents two notices developed by NMDOT, a longer "stand-alone" statement and a shorter statement that can be included in another document, such as a bus schedule or as a placard in the bus. You can use these notices or develop your own. If you develop your own, it must include the three items discussed above.

At a minimum, a grantee must post a Title VI notice on its website and in the reception area and public meeting spaces of its offices. FTA recommends that you place the notice in other locations, such as on buses, on schedules or other printed materials, and at stations.

We recommend that you post the longer notice on your website and in your office where required in an inexpensive frame.

1. Are you using either of NMDOT's notice(s)? Which one(s)? If no, please provide a copy of your Title VI notice(s). Yes; long notice in Office lobby and Board room. See attached for NCRTD website notice and for short notice on bus schedules.

2. Where are the notices posted? Office lobby, Board room, website, public bus schedules.

3. At a minimum, have you posted a Title VI notice on your website, in the reception area of your office, and in the public meeting spaces of your office? Yes

COMPLAINT INSTRUCTIONS AND FORM

FTA requires each grantee to have instructions for the public to follow and a form for the public to use for filing a Title VI complaint. Attachment B presents a form and instructions for filing a Title VI complaint developed by NMDOT. You can use the NMDOT form and instructions or use your own.

4. Have you adopted the NMDOT-developed form and instructions for filing a Title VI complaint? If no, please attach a copy of the form and instructions that you use. Yes

TITLE VI COMPLAINTS, INVESTIGATIONS AND LAWSUITS

FTA requires that the Title VI program include a list of transit-related Title VI complaints, investigations, and lawsuits. NMDOT obtains this information with grant applications. Please note that EEO and ADA complaints are not Title VI complaints so do not list them. If you are part of a city, county, or human service agency, only list Title VI complaints, investigations, or lawsuits related to transit service.

5. Since submitting your last grant application to NMDOT, have you had any Title VI complaints, investigations, or lawsuits related to your transit program? If yes, please complete the following table. No

Type	Date	Summary	Status	Action(s) Taken
Complaints				
Investigations				
Lawsuits				

PUBLIC PARTICIPATION ELEMENT

FTA requires that the Title VI program include a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations. The plan may include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others. Applicants to NMDOT for FTA assistance are required to comply with several

requirements that help meet this Title VI requirement. These requirements include the published notice of intent to apply to NMDOT for FTA assistance and participation in the public transit-human services transportation coordinated plan development. Other public participation methods include open Board/ council meetings, council meetings of cities and counties that provide local funding, transit/client advisory committees, public involvement efforts for transit development plans (TDPs), passenger surveys, marketing efforts, such as booths at fairs, and presentations to service and other organizations.

6. Are Board/council meetings open to the public? Yes

7. How do you publicize the dates, times, and locations of Board/council meetings? Website- Board meetings are held the first Friday of every month at 900am. In addition, the county clerks in each of the four member counties post the Board meetings on their public notice boards and some of the on their websites as well.

8. Where are Board/council meetings held? 1327 North Riverside Drive, Espanola, NM 87532

9. Is the location accessible to persons with disabilities? Yes

10. Is the location served by transit during the hours Board/council meetings are held? If yes, please describe. If not, do you offer transportation to the meetings upon request? Yes; the Riverside route stops in front of the building and operates on 30 minute headways.

11. What other efforts do you undertake to ensure that transit riders or clients can attend Board/council meetings? Email outreach to mailing list, Board members notify their constituents.

12. Do you rely on any counties or cities for funding? If yes, please describe how interested parties can comment on your budget and services at city and town council meetings. The NCRTD and Los Alamos County have an arrangement where the County contributes a set dollar amount toward regional transit. This agreement is revisited periodically, and the funding amount is not guaranteed. Los Alamos County constituents can either attend NCRTD Board meetings, request a meeting with NCRTD management, or speak with the Los Alamos representative on the NCRTD Board. In addition, a public hearing is held by the NCRTD Board on the proposed annual budget, so that interested parties may comment on the draft budget.

13. Discuss any other outreach efforts, including transit advisory committees, procedures for soliciting comments for fare increases and service changes, passenger surveys, public involvement for transit development plans, presentations, etc. The NCRTD is involved with the area MPO and RPO, and presents service changes to; drivers routinely engage riders for feedback; community outreach meetings are held when significant changes such as a service plan update or fare change are planned to occur; passenger surveys are utilized to garner feedback; the website allows for the public to contact us and provide comments, Staff meets with stakeholders to discuss needs.

LIMITED ENGLISH PROFICIENCY (LEP) ELEMENT

FTA requires that the Title VI program include a plan for providing language assistance to LEP persons. An LEP person is someone who speaks English less than very well. To document what languages are spoken by LEP persons and to help determine what language assistance efforts you should undertake, FTA requires that you analyze the following four factors:

- *the number and proportion of LEP persons served or encountered in your service area*
- *the frequency with which LEP individuals come into contact with your transit service*
- *the nature and importance of your transit service*
- *the language assistance resources potentially available to assist LEP persons*

By completing this questionnaire, you will have completed the required four-factor analysis.

The primary source data on LEP populations is the U.S. Census. We have provided a table for you to fill with Census data. To look up the 2010 Census data:

- *Go to US Census Fact Finder*
- *Search each county or city in your service area*
- *Select American Community Survey "Education, Marital Status, Relationships, Fertility,….."*

- *Scroll down to "language spoken at home"*

Please add columns, if needed.

	Table 1 **2010 Census Numbers for LEP Persons Residing within the Service Area**					
Population 5 Years and Over by Language Spoken at Home and Ability to Speak English	**Rio Arriba County**	**Taos County**	**Santa Fe County**	**Los Alamos County**	**Total**	**Percentage of Population 5 Years and Older**
Population 5 Years and Over	37,431	31,009	136,135	17,055	221,630	
Speak English less than "very well"	2529	1849	15,728	523	20,629	9.3
Spanish	20,232	11,680	43,824	907	76,643	34.6
Speak English less than "very well"	2453	1637	14,906	228	19,224	8.7
Other Indo-European	204	200	2300	868	3572	1.6
Speak English less than "very well"	0	9	341	57	407	0.2
Asian and Pacific Island	104	193	888	655	1840	0.8
Speak English less than "very well"	0	129	281	238	648	0.3
All Other	2680	1253	1774	3	5710	2.6
Speak English less than "very well"	76	74	200	0	350	0.2

Survey your staff, including bus drivers, reservationists/dispatchers, customer service agents, and office personnel, to determine the frequency of contact with LEP persons, what languages are spoken by these persons, and the foreign languages they speak and/or understand. Attachment C presents a sample survey form. After conducting the survey, please complete the following table. If you are a 5310 provider and conducting the survey and completing the table does not make sense for you, please discuss the frequency of contact with LEP persons and the languages spoken by these persons in the space provided below.

Table 2 **Frequency of Contact with LEP Persons**	
Frequency	**Language Spoken by LEP Persons**
Daily- 3	Spanish- 95%
Weekly- 8	Native Tribal Languages- 5%
Monthly- 5	
Less frequently than monthly- 1	

14. If you have not completed Table 2, discuss the frequency of contact with LEP persons and the languages spoken by these persons. (5310 only) 17 Staff were surveyed; approximately 50% of respondents stated that they encounter a non-English speaking person on a weekly basis, 20% on a daily basis, and 30% on a monthly basis.

15. Provide a description of your service (type, days and hours) and list the major activity centers served (communities, employers, Rail Runner stations, park and ride lots, government and human service agencies, medical facilities, shopping centers, and recreational facilities). This information can be found in your most recent grant application. The NCRTD is a flex-route and demand- response service that operates Monday- Friday from 0530-1900. We serve the 10,000 square mile area of Los Alamos, Rio Arriba, Santa Fe and Taos Counties and work regionally with Atomic City Transit, NM Park & Ride, NM Rail Runner, Santa Fe Trails, Santa Fe Pick up, Chile Line, Red River Transit and Popay Messenger Service. Specific locations served: Edgewood, Moriarty, Eldorado, NM Rail Runner Stations (from 599 north), multiple Santa Fe government offices, Santa Fe County Courts, Santa Fe Indian School, Indian Health Services, Cities of Gold Park & Ride, Espanola Park & Ride, Ohkay Owingeh Resort and Casino, Rio Arriba County Courts, Taos County Courts, Holy Cross Hospital, Presbyterian Hospital, multiple CYFD locations, multiple community schools, multiple Walmarts and shopping centers, Sipapu Ski and Summer Resort.

16. Discuss trip purpose from passenger surveys or transit development plans, if conducted. Essential services such as medical, court/municipal business, grocery shopping, education, employment. Recreational activity such as sight-seeing, visiting friends, shopping.

17. Does staff speak foreign languages? If so, what languages? Do you use staff to translate? Yes, the majority of Staff understands basic Spanish, with approximately half considering themselves fluent and capable of speaking Spanish. Staff currently translates English to Spanish and vice versa on a regular basis.

18. Have you translated documents into Spanish or another language? If yes, please list the documents and the languages they are translated into. Not at this time; in the future, schedules and vital documents will be made available in Spanish.

19. Do you use Google Translate for your web site? If yes, what languages? Not at this time, but it will be used in the future (or a similar service).

20. What other language assistance efforts are you undertaking? None at this time. In the future, it is planned to update our schedules to include Spanish and English. The website will also be updated to include a language assistance app or program to facilitate comprehension for LEP individuals.

21. Have you made arrangements with other organizations to provide language assistance efforts? If yes, what organizations and what services? No

22. How are LEP persons notified of language assistance services? A bilingual Staff member will communicate the availability of language translation or interpretation upon request by the individual. In the future, the website will include a link to a translation app or program.

23. Discuss outreach programs, such as travel training, school presentations, and community presentations and if these efforts potentially reach LEP persons. Tied in with our ongoing service plan update, community outreach meetings and Board meetings have resulted in significant public feedback.

24. Describe how language assistance efforts are monitored, evaluated, and updated. Periodically, the Title VI Coordinator reviews the demographics of the NCRTD service area and its riders; dispatchers are queried as to their day-to-day communication experiences. Upon assessment, the Title VI Coordinator will update accordingly to maintain compliance.

25. Describe how employees are trained in language assistance efforts. The majority of NCRTD Staff understand both English and Spanish, with about 50% stating they are fluent and capable speakers of Spanish (as well as English). Given this, language assistance efforts have not been necessary thus far.

26. Please provide an estimate of what language assistance efforts cost you annually. Currently, $0; there are multiple free apps and programs that can be utilized to translate and interpret.

PLANNING AND ADVISORY BOARDS

FTA requires that the Title VI program present the racial make-up of all transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, and a description of the efforts to encourage the participation of minorities on such committees.

27. List all of your transit-related advisory boards and committees and the purpose of each. NCRTD Board of Directors- consists of 13 member entities including City of Santa Fe, Santa Fe County, Taos County, Tesuque Pueblo, Santa Clara Pueblo, San Ildefonso Pueblo, Rio Arriba County, City of Espanola, Pojoaque Pueblo, Nambe Pueblo, Los Alamos County, Ohkay Owingeh Pueblo, Town of Edgewood. The Board exercises and performs all powers, privileges, and duties vested in or imposed upon the District as well as direct Staff. Finance Subcommittee- To provide Staff direction and oversee financial practices and ensure transparency. Asset Disposal Committee- To provide direction and ensure transparency in asset disposal. Tribal Subcommittee- To ensure Tribal needs are being served, provide an opportunity to discuss any special circumstances related to providing transit service to and within the Pueblos, and to ensure cultural sensitivities are respected and maintained.
28. How are members selected? Board of Directors: A Director shall be an elected official or official designee, Tribal Governor or Tribal Council Member. The Director and official designee (if any) shall be nominated by the chief elected official of the Member and approved by the governing body of the Member. The Director shall hold such office until removed by the appointing Member, or until the Director no longer holds elective office in the governing body of the appointing Member, or until the Director submits a written resignation to the Chairman. Directors shall not serve a term longer than 4 years unless re-appointed by their Member governing body. Subcommittee Members: The Board appoints Committees to advise the Board. The members of these Committees may include Directors, official designees, and Officers of the District as well as individuals not members of the Board. When an Advisory Committee is formed, the Chair may appoint a regular member as its chair, or may direct the Committee to elect a chair at its first meeting, or direct the Committee to elect a chair at any time the chair of the Committee becomes vacant.

29. What is the racial makeup of each board and committee? NCRTD Board of Directors- 13 Members: 5 Hispanic, 4 Caucasian, 3 Native American (1 Member did not respond); Finance Subcommittee- 5 Members: 1 Native American, 3 Hispanic, 1 Caucasian; Asset Disposal Committee- 5 Members: 3 Hispanic, 2 Caucasian; Tribal Subcommittee- 6 Members: 3 Native American, 1 Hispanic, 1 Caucasian (1 Member did not respond).

30. What efforts are undertaken to encourage participation of minorities on these committees? The NCRTD Board of Directors consists of a diverse cross-section of representatives from Member entities. Given the racial and ethnic diversity exhibited by our Board, resulting NCRTD

subcommittees inherently reflect this as well; no encouragement is required to solicit non-Caucasian Member participation.

SUBRECIPIENTS

FTA requires your Title VI program to include procedures for monitoring subrecipients for compliance with Title VI.

31. Do you provide any FTA funds to any other transit-related agency? If yes, this is a subrecipient. Please list them. How do you monitor them for compliance with Title VI? No

FACILITY LOCATION EQUITY ANALYSIS

FTA requires your Title VI program to include procedures for ensuring an equity analysis of facility locations is conducted during the planning for a construction of a new facility. The Transit and Rail Division ensures compliance with this requirement when providing FTA funding for a new facility.

FIXED-ROUTE SYSTEMWIDE SERVICE STANDARDS

The following questions only apply to operators of fixed-route service. Agencies that only provide demand-response service can stop here. Please note that all 5310-provided service and route deviation service are considered demand-response service for the purposes of Title VI.

FTA requires operators of fixed-route service to set systemwide service standards for each fixed-route mode of service provided and include the standards in the Title VI program. The service standards must address vehicle loads, headways, on-time performance, and service availability.

32. What types of fixed-route bus service do you provide (local, express, commuter)? N/A

Vehicle Load Standards

33. Have you adopted vehicle load standards? If yes, what are they? N/A

34. Do you allow standees on buses for each type of service provided? If no, please explain. N/A

35. Do you allow standees on buses for at all times of the day (peak and off-peak)?

N/A

36. Have you adopted the manufacturers' capacity standards for seated and standing passengers?

N/A

37. Do you regularly have standees on buses? If yes, do you have plans to increase the amount of service to reduce the number of standees?

N/A

Vehicle Headway Standards

38. Have you adopted vehicle headway standards? If yes, what are they?

N/A

39. What are your headways for each type of fixed-route service?

N/A

40. Are the headways the same for peak and off-peak hours? If no, discuss the differences.

N/A

41. What are the headways for evening service?

N/A

42. What are the headways for Saturday and Sunday service?

N/A

43. How did you set the headways?

N/A

On-time Performance Standards

44. What are your on-time performance standard(s)?

N/A

45. Have you set a systemwide goal for on-time performance? If yes, what is the goal?

N/A

46. Do you have problems with on-time performance?

N/A

Service Availability Standards

47. What criteria did you use to decide where to locate local fixed-route service?

N/A

48. Do you provide general public demand responsive service in areas service by fixed routes? If no, how far from the fixed-routes do you provide general public demand-response service?

N/A

49. Discuss spacing of bus stops, if used.

N/A

50. Discuss your policy regarding activity centers served (employers, shopping centers, hospitals, clinics, senior housing centers, Rail Runner stations, city halls, etc.)

FIXED-ROUTE SYSTEMWIDE POLICIES

FTA requires operators of fixed-route service to set systemwide policies for each fixed-route mode of service provided and include the policies in the Title VI program. The policies must address distribution of service amenities, such as passenger shelters, and the assignment of buses to garages and routes.

51. Describe your passenger amenities, such as passenger shelters, benches, and waste receptacles. How many of each do you have and where are they located?

N/A

52. How do you determine where to place each type of passenger amenity?

N/A

53. How do you distribute route and schedule information?

N/A

54. What kind of route and schedule information, if any, do you provide at bus stops?

N/A

55. Discuss implementation or plans for electronic/passenger information for bus departures and arrivals, if any.

N/A

56. Discuss how many bus garages/storage locations you have, how buses are allocated to the different locations? If you have only one location, respond "N/A"?

N/A

57. How do you assign buses to routes?

N/A

Attachment A
Title VI Notice to the Public

Long Title VI Notice

Your Rights Under Title VI

The North Central Regional Transit District (NCRTD) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with our agency.

Any such complaint must be in writing and filed with this agency within 180 days following the date of the alleged discriminatory occurrence. For information on our nondiscrimination obligations or how to file a complaint, please contact the NCRTD by any of the methods listed below.

Mail: NCRTD

Attention: Anthony Mortillaro, Executive Director

1327 North Riverside Drive, Espanola, NM 87532

Phone: 505.629.4713 or 866.206.0754

Fax: 505.747.6647

Email: anthonym@ncrtd.org

If this information is needed in another language, please contact us.

Short Title VI Notice

The NCRTD operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the 1964 Civil Rights Act. To find out more about our nondiscrimination obligations or to file a complaint, please contact us toll free at 866.206.0754.

Attachment B

Title VI Complaint Form and Instructions

Title VI Complaint Procedures

The complaint procedures cover the following:

- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973
- Civil Rights Restoration Act of 1973
- Civil Rights Restoration Act of 1987
- Americans with Disabilities Act of 1990
- Executive Order 12898
- Executive Order 13166

Any person believing he or she has been excluded from, denied participation in, denied the benefits of, or otherwise has been subjected to discrimination under any NMDOT service, program or activity (whether Federally funded or not) due to that person's race, color, national origin, gender, age, disability, economic status, or limited English proficiency has the right to file a complaint.

Title VI Complaint Reporting

An individual, group of individuals or entity may file a formal Title VI complaint with NMDOT. Complaints shall be submitted to the NMDOT Title VI Coordinator (at the OEOP) in writing, signed and dated, within 180 days of the alleged discriminatory act (or latest occurrence). The complaint should be submitted to the following address:

Attn: Title VI Coordinator
Office of Equal Opportunity Programs
1596 Pacheco Street
Suite 107
Santa Fe, NM 87505

The complaint should include the name, address, phone number and signature of complainant. The formal complaint should describe the alleged discriminatory act that violates Title VI in detail.

Title VI complaints may also be filed directly with the United States Department of Transportation (USDOT), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), Federal Aviation Administration (FAA) or the Federal Railroad Administration (FRA) within the 180 day period of the alleged discriminatory act (or latest occurrence).

The Title VI Coordinator will be responsible for notifying the respondent(s) of the complaint within five working days of receipt. A copy of the complaint will also be forwarded to the alleged discriminatory sub-contractor official. The Title VI Coordinator's name and telephone number shall be included. Additionally the Title VI Coordinator will forward a copy of the complaint to the NMDOT Office of General Counsel for review.

Title VI Complaint Investigations

An investigation by the Title VI Coordinator or an otherwise qualified investigator will be initiated within 15 working days of receipt of the complaint.

The complainant should submit any documentation he/she perceives as relevant to proving his/her complaint.

The respondent will be given the opportunity to respond to all aspects of the complainant's allegations.

The Title VI Coordinator or qualified investigator will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.

Once the investigation is completed, a final report will be provided to the respondent, the complainant and the appropriate USDOT agency. The final report will include the following:

- The written complaint containing the allegations, basis, and date of filing;
- Summarized statements taken from witnesses;
- Findings of fact;
- Conclusions (based on all evidence in the record) that the complaint is substantiated or unsubstantiated;
- Action(s) the respondent must take to correct deficiencies and to ensure Title VI compliance (if applicable);
- If corrective action(s) is required the respondent will be given thirty (30) calendar days to inform the Title VI Officer of the actions taken for compliance;
- The respondent may implement corrective actions after the initial thirty (30) calendar days with projected time period(s) in which those actions are scheduled to be completed. All corrective actions must be implemented within sixty (60) calendar days;
- If the corrective action(s) have not been completed within the initial thirty (30) day time period allowed, the respondent will be found to be in noncompliance with Title VI and implementing rules and regulations, and a referral will be made to NMDOT for further action in regards to noncompliance.

The complainant and respondent shall be notified of all appeal rights pursuant to 49 CFR 21.

Title VI Complaints Log

The NMDOT Title VI Coordinator shall maintain a log of Title VI complaints received. The log shall include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken in response to the complaint.

New Mexico Department of Transportation Title VI Complaint Form

Section I	
Name:	
Address:	
Telephone (Home/Cell):	Telephone (Work):
Email Address:	
Section II	
Are you filing this complaint on your own behalf: Yes ☐ No ☐	
*If you answered "yes" to this question, go to Section III.	
If you answered "no" please enter the name and relationship of the person you are filing the complaint against:	Name: Relationship:
If you are filing a complaint as a third party, please explain why in the space below:	
Have you have obtained permission of the aggrieved party if you are filing on behalf of a third party: Yes ☐ No ☐	
Section III	
I believe the discrimination I experienced was based on (check all that apply): ☐ Race ☐ Color ☐ National Origin	
Date of Alleged Discrimination (Month, Day, Year):	Date:
Explain, as clearly as possible, that happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as the names and contact information of any witnesses. If more space is needed please attach	

additional sheets to this form:

Section IV

Have you previously filed a Title VI complaint with the New Mexico Department of Transportation (NMDOT)? Yes ☐ No ☐

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? Yes ☐ No ☐

If yes, please check and name all that apply:

☐ Federal Agency:_____

☐ Federal Court: _____

☐ State Agency:_____

☐ State Court:_____

☐ Local Agency:_____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title:_____

Agency:_____

Address:_____

Telephone:_____

Section VI

Name of agency complaint is against:
Contact person:
Title:
Telephone number:

Signature: _____

Date:_____

Please submit this form in person at the address below, or mail form to:

Damian Segura, NMDOT Title VI Coordinator
1596 Pacheco St. Suite 107
Santa Fe, NM 87505

Attachment B

Title VI Complaint Form and Instructions

	Date (Month, Day, Year)	Summary (Include basis of complaint: race, color, or national origin)	Status	Actions(s) Taken
Investigations				
1.				
2.				
3.				
4.				
Lawsuits				
1.				
2.				
3.				
4.				
Complaints				
1.				
2.				
3.				
4.				

Attachment C
Staff Survey Form

STAFF LEP SURVEY

The NCRTD is studying the language assistance needs of its riders so that we can better communicate with them and increase ridership. Please complete the following survey and return it to X by X.

How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them? (Circle one)

Daily Weekly Monthly Less frequently than monthly

What languages do these passengers speak? Please list.

What foreign languages other do you understand or speak?

Would you be willing to serve as a translator when needed?

Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: March 7, 2014

Agenda Item – E

Title: Resolution No. 2014-05 Adoption of a Sustainability Committee Charter and Establishment of a Sustainability Committee as provided for within the Sustainability Plan

Prepared By: Mike Kelly, Transit Operations and Facilities Director

Summary:

The proposed resolution adopts a Sustainability Committee Charter that establishes the same. The Sustainability Committee's task will be to recommended goals and objectives and to facilitate the success of the newly adopted Sustainability Plan.

Background:

In February, 2014, the Board adopted the Sustainability Plan. The plan calls for the establishment of a Sustainability Committee that would set goals, measurements and provide reports of progress on sustainability initiatives and goals to the Board. In order to form a Sustainability Committee, there is a need for a Sustainability Charter that sets the framework for the establishment of the Sustainable Committee by the Board and the work the committee will be tasked to perform.

Recommended Action:

It is recommended that the board consider adopting the Sustainability Committee Charter that will provide for the establishment the Sustainability Committee in order to facilitate the success of the Sustainability Plan.

Options/Alternatives:

- Adopt the resolution, (recommended); or

- Do not adopt the Sustainability Committee Charter. This would leave the Sustainability Plan as an approved document with no oversight of implementation or progress measurement; or
- Provide additional direction to staff with revisions to the Sustainability Charter and Resolution documents to be adopted.

Fiscal Impact:

Currently none, but may impact future budgets depending on costs and/or savings of sustainable recommendations made by the Sustainability Committee to the Board for acceptance.

Attachments:

Resolution 2014 - 05

Sustainability Committee Charter

North Central Regional Transit District (NCRTD)

Resolution 2014 - 05

ADOPTION OF THE SUSTAINABLILITY COMMITTEE CHARTER

WHEREAS, the NCRTD was created through legislative enactment (NMSA 1978, Sections 73-25-1 through 73-25-19); and

WHEREAS, the NCRTD is a subdivision of the State of New Mexico with all the authority and duties of the same; and

WHEREAS, the Board has the authority to make and pass resolutions necessary for the execution of the powers vested in the District; and

WHEREAS, Article XII, of the Board Bylaws regarding "Advisory Committees" allows the formation of standing or special advisory committees to the Board; and

WHEREAS, the Board adopted a Sustainability Plan in February 2014; and

WHEREAS, the Sustainability Plan requires the establishment of an Sustainability Committee to facilitate the success of the plan; and

WHEREAS, the Board recognizes the need of a Sustainability Committee Charter that sets forth the specific powers, duties and roles of the Sustainability Committee; and

NOW THEREFORE BE IT RESOLVED THAT:

1. The North Central Regional Transit District hereby creates the Sustainability Committee.

2. The Sustainability Committee shall be a standing committee pursuant to Section 12.02 of the NCRTD Bylaws.

3. The Sustainability Committee is charged with holding meetings, performing analysis, and providing recommendations to the Board on all issues pertaining to NCRTD sustainability.

4. The Sustainability Committee is charged with recommending goals, and measures for sustainability to the Board including but not limited to sustainability plans, benchmarks, performance measures and any other matters delegated to the Sustainability Committee by the Board.

5. The Sustainability Committee shall consist of seven members including: up to two NCRTD Board members, 2 NCRTD staff, 1 Professional in environmental sustainability, alternative energy or environmental field, 1 Professional Educator in sustainability, alternative energy or environmental field and one at large community member residing within the district.

6. The Sustainability Committee members will serve two year terms with no term limits and at the will of the Board and meet a minimum of every 2 months. Members shall continue to serve after their terms expire until their replacement is appointed.

7. In performing their duties the Sustainability Committee shall utilize the North Central Regional Transit District Board Sustainability Committee Charter attached hereto as Exhibit "A" for guidance.

PASSED, APPROVED AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 7TH DAY OF MARCH 2014.

_____

Daniel Barrone, Chair

Approved as to form:

_____

Peter Dwyer, Counsel

North Central Regional Transit District

Sustainability Committee Charter

Introduction

In February 2014, the Board adopted the NCRTD Sustainability Plan (the "Plan"). The plan identifies sustainability measures such as the purchase and use of alternative fuel vehicles The Plan establishes and promotes sustainable practices within existing facilities, the sustainable design and construction of new facilities, and encourages opportunities for the sustainable design of transit oriented development and the production of alternative energy on vacant land and unused space owned by the district. The plan calls for the establishment of a sustainability committee that will embrace the vision and mission of the plan, set goals for achievement of the plan , and report the status and progress of the NCRTD in meeting the sustainability goals.

The sustainability committee will utilize the Vision and Mission Statement: *"To be an environmentally conscious, sustainable partner, enhancing the quality of life of the North Central New Mexico communities and beyond,"* as the foundational support for the setting of goals, objectives and metrics evidenced within the sustainability plan.

The Sustainability Committee:

Membership:

1. The Board shall appoint, 7persons to serve on the Sustainability Committee. The Executive Director will serve as an ex-officio member along with any other staff he may assign.
2. The seven member board may consist of: up to two Board members, up to 2 NCRTD staff, 1 Professional serving in the sustainability, alternative energy or environmental field, I Professional Educator serving in the sustainability, alternative energy or environmental field and a member at large. One alternate and/or designee will be allowed for each committee member.

Terms:

1. The terms will be 2 year staggered terms: 3 – 2 year terms and 3-1 year terms for the initial members of the committee and 2 year terms for all subsequent members..

2. Appointees may continue for an additional 2 year terms or until their successor is appointed.
3. There are no term limits.

Meetings:

1. Meetings shall be held every 2 months. However the committee may choose to meet more frequently or monthly in the early stages to establish initial goals and guidelines.
2. A schedule of specific meeting dates will be determined by the committee members once appointed.
3. Meeting dates may change from year to year depending on the committee makeup, availability and desires of the Board or committee members. But the date time and place of the meetings shall be established in compliance with the NCRTD's Open Meetings Act resolution.
4. All committee meetings shall be open to the public, with such exceptions as permitted under the Open Meetings Act.

Structure:

1. The committee shall elect from its members, a chairman to preside over the meetings and a co-chairman to preside in the chairman's absence. Any NCRTD staff who are committee members are excluded from these positions.
2. Any NCRTD staff member may serve as a recording secretary to record and maintain meeting minutes. This position shall be an additional non-voting member of the committee. District staff members may be appointed by the Executive Director for the sole purpose of taking notes and minutes.

Function:

The purpose of the committee is to facilitate successful implementation of the Sustainability Plan. Specific duties of the committee shall include but not be limited to:

- Advising the Board on policy issues addressing sustainability goals;
- Advising the Board regarding the Alternative Fuels Analysis and testing adopted by the Board in 2013;
- Advising on sustainable practices and technologies within existing facilities;
- Advising on the development of sustainable operations and community benefits at bus stops;
- Advising on the sustainable design and development of the District's property for its own use and for transit oriented development (TOD).
- Advising on alternative energy production using District property.
- Advising the Board on how to strategically accelerate the District's progress towards sustainability and recommending priorities in order to promote leadership in sustainability;
- Advising the Board on ways to drive constituency awareness, education, and participation in best practices;

- Reviewing Federal, State and regional policies related to sustainability which impact the District's goals and policies.
- Reviewing the District's progress in meeting goals by gathering and measuring data regarding sustainable initiatives and practices and comparing it with historical data.
- Identifying benchmarks for setting and achieving sustainable goals using comparable organizations and industries as standards.

Goals:

The committee may set goals pertinent to specific parts of the plan such as:

- Waste reduction and recycling;
- Pollution/emissions reduction;
- Energy usage reduction;
- Sustainable construction guidelines;
- Sustainable contributions to facilities and community;
- Alternative energy produced.
- Explore and develop strategic partnerships with member entities in sustainable practices.

Reporting:

The committee will on a quarterly, semiannual and annual basis, provide reports to the Board of the measurable progress made in reaching the sustainable initiatives and goals.

Relationship of Committee to Board of Directors:

It is the role and sole prerogative of the Board of Directors to adopt and enact policy. The Sustainability Committee is expected to offer recommendations and to provide information relevant to the adopted Sustainability Plan and to recommend goals, objectives and metrics for the environmental sustainability program.

Implementation:

The Sustainability Committee Charter will serve as the guide for the Sustainability Committee to guide the successful implementation and operation of the NCRTD Sustainability Plan. This framework will be used to assist in preparation of future work plans and budgets.

Future implementation may include partnerships and commitments from the District's members and other community partners.

Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: March 7, 2014

Agenda Item - F

Title: Discussion and Direction regarding the Amendment of the ADA Complementary Paratransit and Demand-Response Service Policies and Procedures

Prepared By: Mike Kelly, Transit Operations and Facilities Director

Summary: The "ADA Complementary Paratransit and Demand-Response Service Policies and Procedures" will require updates to the policy in order to capture the FTA-ADA requirements outlined in the updated Service Plan along with the addition of Dial-a-Ride service in Pojoaque-Nambe. As a result of these changes a discussion regarding the expanded ¾ mile zone on all routes and specifically the Chimayo Route and the Santa Fe Route into Santa Fe County have prompted the need for further policy clarification from the Board regarding the peak period expansion of the demand response service outside of the 15 mile Rio Arriba County radius.

Background: The District is required by the FTA to provide complimentary ADA paratransit service up to a ¾ mile area along the District's fixed routes. These fixed routes are identified in the "ADA Complementary Paratransit and Demand-Response Service Policies and Procedures." Those routes are the Riverside, Westside, Santa Clara, Las Trampas and Chimayo routes. The remaining 15 routes have historically been recognized as commuter routes, therefore exempt from the ¾ mile complimentary paratransit service requirement. However, as the new Transit Service Plan was being developed, it was discovered that all District routes, due to their makeup: number of bus stops on each route, run times and hours of service, are considered to be fixed routes. Flex routing has been recommended in order to meet the federally required complimentary ADA paratransit service to be provided on all District routes.

The required complimentary service to be provided within the newly expanded ¾ mile zones will be conducted with the regular route buses. They will deviate (flex) off route for any ADA

certified customer who requests a ride within a scheduled route time. Routes times will be modified to allow for the deviations to occur as paratransit service is requested.

The Santa Fe Route in particular the portion from Espanola to Arroyo Seco and the Chimayo Route in the La Puebla community, when flexing to provide complimentary paratransit service during peak a.m. and p.m. commute hours, would lead to delays for riders at those specific times. Staff is of the opinion that flex service would be better served with demand response vehicles during the peak times to ensure commuters timely service. These locations are in Santa Fe County, and Demand Response service is currently only provided within a 15 mile zone in Rio Arriba County. Board approval would be required to extend this type of service into Santa Fe County during peak hours only for these Routes. Based on Board direction, additional language will be included in the Demand response section of the "ADA Complementary Paratransit and Demand-Response Service Policies and Procedures," if authorized.

Also identified in the new plan is the Pojoaque-Nambe Route to be converted to a Dial-a-Ride service for the current fixed route service. The addition of Dial-a-Ride policies and procedures are required and included in the policy.

Recommended Action: Discussion and direction regarding the updates in the "ADA Complementary Paratransit Demand and Response Service Policies and Procedures". Board policy direction on the minimal expansion of Demand Response Service for the Santa Fe and Chimayo Routes into Santa Fe County

Options/Alternatives:

1. The Board could recommend to staff to seek new or other alternative options.
2. The Board could recommend no action at this time.

Fiscal Impact: Is it project that the demand service expansion for peak a.m. and p.m. service would cost less than $5000.00 per year.

Attachments:

- ADA Complementary Paratransit and Demand Response Service Policies and Procedures
- Map of ADA paratransit regional service area
- Map of the ¾ mile ADA paratransit zone for Santa Fe and Chimayo Routes

ADA Complementary Paratransit Service
Demand-Response Service and Dial-a-Ride
Policies & Procedures

NORTH CENTRAL REGIONAL TRANSIT DISTRICT

~~July 2011~~

Adopted ~~July 15, 2011~~ April 4, 2014 by Board Resolution No. 2014-???

ADA Complementary Paratransit Service, Demand-Response Service and Dial-a-Ride Policies & Procedures

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Exhibit A – Paratransit Application
Exhibit B – Espanola ADA Service Area Map
Exhibit C – Regional ADA Service Area Map
Exhibit D – Dial-a-Ride Service Area Map

ADA Complementary Paratransit Service Policies & Procedures

I. General

A. Goal

It is the goal of the NCRTD, through its ADA complementary paratransit service, to design, implement and maintain an efficient and effective transportation system for persons with disabilities who are "ADA paratransit eligible."

B. Policy

It is the policy of the NCRTD, in accordance with the Code of Federal Regulations, Title 49, Volume 1, Part 37, Subpart F, Section 37.121, that no otherwise qualified person shall, solely by reason of his/her disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by the NCRTD that receives or benefits from federal financial assistance.

C. Purpose

The ADA complementary paratransit service was developed to provide safe and efficient transportation within the Espanola area to persons with disabilities who are "ADA paratransit eligible."

D. Objectives

The specific objectives of the ADA complementary paratransit service are:

1. To provide curb-to-curb based on special need, door-to-door, demand response transportation on specially equipped vehicles designed to accommodate persons with disabilities.

2. To maintain a trained staff for the operation and control of the service.

3. To provide on-going mechanisms for persons with disabilities to provide input on ADA complementary paratransit service, policies and procedures.

4. To provide all public information tools on the NCRTD services in accessible formats.

II. Operations

A. General

ADA complementary paratransit service is provided in accordance with the six service criteria established by the U.S. Department of Transportation for ADA paratransit operations including service area, response time, fares, trip purpose restrictions, hours and days of service and capacity constraints.

B. Service Area

1. Complementary ADA Service for Española Area Fixed*Route

ADA complementary paratransit service shall be provided to origins and destinations within ¾ mile of fixed route service and within the core service area. Para-transit service will also be offered in the same area that demand-response service is offered, that is, in Rio Arriba County within a fifteen mile radius of the Española Park & Ride lot located at Paseo de Onate at Calle Espinosa. Fixed Routes within the ~~NCRTD~~ Española/Rio Arriba County 15 mile zone ~~service area~~ are:

#100 Riverside ~~Drive Fixed~~ Route
#110 Westside ~~Española Fixed~~ Route
#120 Crosstown Route
#160 Santa Clara ~~Fixed~~ Route
~~Española-Chimayo Fixed Route and~~
#150 Chimayo~~- Trampas Fixed~~ Route up to the East Cordova entrance.

~~All other routes are considered commuter routes and are exempt from this para-transit service guideline (Section 37.131(c) of 49 CFR 37).~~

2. Complementary ADA Service on all Regional Area* Fixed Routes

ADA Service shall be provided to origins and destinations within a ¾ mile of regional routes according to FTA's paratransit service guidelines. The type of ADA service provided is Road-to-Driveway service or Curb-to-Curb when roadway conditions permit. Regional Area Fixed Routes are:

#180 El Rito Route
#190 Chama Route
#290 Edgewood Route
#280 Eldorado Route

#270 Turquoise Trail Route
#200 Santa Fe Route
#230 San Ildefonso Route
#220 Tesuque Route
#210 Pojoaque-Nambe Route
#310 Red River Route (outside the Miners Transit service area only)
#303 UNM Route (Outside the Chile Line service area only)
#330 Peñasco Route
#320 Questa Route
#300 Taos Route
#400 LA-E Route (serves Los Alamos to Española)
#410 LA-P Route (serves Los Alamos to Pojoaque)

*(see Exhibit B, Espanola ADA service area; and Exhibit C, Regional ADA service area; maps attached)

3. ADA Service – Regional Fixed Route –Safety and Road Requirements

- Roads must be paved or graveled, meet minimal local county maintenance standards:
- Be regularly maintained by the local jurisdiction, including snow removal;
- Have sufficient drainage during heavy rains or during periods of flash flooding;
- Be of sufficient width for two (2) large vehicles to operate side to side either direction;
- Have overhead clearance of at least twelve (12) feet;
- Have within reasonable distance from pick up/drop off location a wide point or pullout that would facilitate turning around a forty (40) foot vehicle*;
- Locations where lift service is required must have a flat level surface to ensure safe lift deployment.

The Transit Operations and Facilities Director or the Fleet Maintenance and Facilities Manager will make the final determination as to roads meeting the standards listed above.

*If a smaller, shorter in length bus regularly is utilized on a particular route, the width of the turnaround point may be relaxed by management for flexing on that route.

4. ADA Service To/From Areas Where ADA Service Is Provided By An Agency Other Than NCRTD

In areas where ADA service is being provided by an agency other than the NCRTD, Flex Service can be scheduled to and from common connecting/transfer points where the other agencies' and the NCRTD's services meet for passenger transfers. It is the responsibility of the passenger to schedule with the other agency any connecting service required to complete their trip. Pre- qualification and fares for ADA services with another agency may be required.

Other agencies that connect with the NCRTD are:

City of Santa Fe, Santa Fe Trails/Santa Fe Rides
(505)-955-2001
(866)-554-7433 - toll free

Los Alamos County, Atomic City Transit
(505)-661-7433

Town of Taos, Chile Line
(505)-751-4459

Red River Miner's Transit
(575)-770-5959

Ohkay Owingeh Popay Messenger Service
505-852-4014

NMDOT Park & Ride
505-424-1110

New Mexico Rail Runner
866-795-7245 – toll free

C. Reservations and Response Time

Two types of service will be available: subscription and reservation.

Subscription service will be offered for any trip that occurs every week, originates and terminates at the same scheduled location, at the same hour each day. Requests for subscription service must be made at least one (1) day prior to the first trip, and may be made up to four (4) days in advance. The number of subscription service trips accepted shall not exceed 50% of the total trips scheduled by all passengers unless there is non-subscription capacity.

Reservation service shall be available for any trip. Requests for reservation service must be made at least one (1) day prior to the desired trip time, and may be made up to four (4) days in advance.

Requests for service shall be accepted from 6:00 a.m. to ~~3~~5:00 p.m. on the day prior to the service day. ~~Reservations for service on Monday or the day after a holiday shall be received on the NCRTD's voice messaging service.~~ Requests made one day prior on weekends or holidays between the hours of 6:00 am and 5:00 pm for reservations for service on Monday or

the day after a holiday shall be accepted as received on the NCRTD's voice messaging service. Whenever possible a return trip will be scheduled.

Trips shall be scheduled to begin no more than one hour before or after the desired departure time. The trip shall be scheduled so as to arrive at the pick-up location within a 30-minute time frame (see Riding ADA Complementary Paratransit Service, Section IV. C.~~on page 11~~).

D. Fares

The fare for a trip charged to an ADA paratransit eligible user of the complementary paratransit service shall not exceed twice the fare that would be charged to an individual paying full fare on NCRTD's fixed-route system. Thus, no fare shall be charged certified passengers who are picked up and delivered within ¾ of a mile from a fixed route. Payment of the fare must be in cash and in the exact amount. Fares shall be paid at the time of boarding.

Personal care attendants ride free with passengers who require assistance while boarding, riding, or alighting from a vehicle. Passengers must state the need for a personal care attendant on the ADA paratransit eligibility certification application. Dispatcher must be notified at the time the reservation that a personal care attendant will also be riding.

Passengers are guaranteed a seat for at least one accompanying guest. Additional guests will be scheduled on a space-available basis. ~~Guests shall pay a fare of $2.00 for door to door service and $1.00 for curb to curb service~~ There is no additional fare charged for guests within the ¾ mile zone of a fixed route. See section VII, D. for fares guests outside the ¾ mile zone.

~~Agencies scheduling rides for their clients on the ADA complementary paratransit service may be charged a different, negotiated per trip fee. Normally these fees are billed to the NCRTD on a monthly basis. Such fare payment arrangements shall be documented on the bus operator's daily trip log.~~

E. No Trip Purpose Restrictions

Trips for any purpose will be accommodated and will not be prioritized by trip purpose. Passengers may be asked the nature of their trip so as the 'NCRTD can be prepared to provide appropriate safety measures.

F. Hours and Days of Service

The ADA complementary paratransit service shall operate from 6:00 am. to 6:00 p.m. Monday through Friday. No Saturday or Sunday service is provided. ~~These are the same days and hours that fixed route service operates.~~

Service is not offered on the following holidays:

~~New Year's Day~~ ~~Memorial Day~~ ~~Independence Day~~
~~Labor Day~~ ~~Thanksgiving Day~~ ~~Christmas Day~~
~~Dr. Martin Luther King Day~~ ~~Columbus Day~~
~~Veteran's Day~~ ~~Presidents Day~~

New Year's Day
Dr. Martin Luther King Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve Day
Christmas Day

~~**Note: Holidays are based on the State of New Mexico approved holiday schedule.**~~

G. No Capacity Constraints

NCRTD will not constrain capacity by 1) restricting the number of trips an individual will be provided; 2) maintaining waiting lists for access to the service; or 3) any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

The following performance data will be collected and monitored by the NCRTD for the purpose of establishing whether capacity constraints exist:

1. Number of late pick-ups or drop-offs for initial or return trips. A pick-up or drop-off is considered late when it is more than twenty (20) minutes past the scheduled pick-up or drop-off time.

2. Number of trip denials or missed trips. Trip denials include rides that are accepted outside the hour scheduling window. Declined round trips will be counted as two (2) denials when one leg of a round trip cannot be scheduled within the hour window and the requester declines the round trip.

3. Number of trips with excessive lengths. Excessive trip length is defined as a trip that takes no more than two times longer than the trip would take on a fixed route.

4. Number of missed calls on the trip reservation line. Missed calls will be measured by the amount of reservation calls that roll over and go to voicemail.

If, after analysis of the above performance data, NCRTD determines that there are swings in demand when administering its ADA complementary paratransit service, NCRTD shall increase its capacity to respond to peaks in demand in a way that is comparable to dealing with changes in demand on the fixed route system.

ADA paratransit eligible persons shall have priority on the ADA complementary paratransit service, and tracking for capacity constraints shall be done separately for ADA paratransit eligible persons and others who may use the service.

H. Inclement Weather

In the unlikely event of service cancellation due to inclement weather, NCRTD personnel shall attempt to contact all scheduled passengers at the telephone numbers listed on the ADA Complementary Paratransit Service Eligibility Application.

I. Lost and Found

Neither NCRTD nor its service contractor will be responsible for items left on vehicles. However, if found, the item(s) will be held for thirty (30) days. If the item is not claimed within thirty (30) days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should call the NCRTD office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

III. Eligibility and Certification Procedures

A. General Eligibility

1. To receive ADA complementary paratransit service, individuals must be certified "ADA paratransit eligible," per the Americans with Disabilities Act of 1990, to include:

2. Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

3. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of time, when such a vehicle is not being used to provide designated public transportation on the route.

4. Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

Generally the following four tests are applied when determining an applicant's eligibility:

1. Does the individual's disability prevent him/her from getting to and from a bus stop at the point of origin or destination?

2. Can the individual board, utilize and disembark the vehicle at the bus stop?

3. Can the individual recognize the destination and disembark the bus?

4. If the passenger's trip requires transfers, are the paths of travel between routes accessible and navigable by the individual?

B. Trip-By-Trip Eligibility

While there are some passengers who are eligible to ride ADA complementary paratransit service for all their transportation needs, most passengers are certified for service on a trip-by-trip basis. In other words, passengers who may normally be able to ride NCRTD fixed-route service may be eligible for certain trips on the Ceurb-to-Ceurb or Roadway to Driveway service. Examples include:

1. An impairment-related condition that makes the person severely sensitive to cold or hot temperatures.

2. A person unable to maneuver a wheelchair through snow.

3. An individual with cognitive disabilities who must use a route other than the one he/she has learned or been trained to ride.

4. An individual who must travel an alternate route due to circumstances, where this alternate route is inaccessible to persons with disabilities.

C. Eligibility for Visitors and Out-of-Area Residents

Visitors to the Espanola area who present documentation that they are ADA paratransit eligible in the jurisdiction in which they reside shall be allowed to use the NCRTD service. If a visitor does not present such documentation, NCRTD may require the visitor to present documentation of his/her place of residence and, if the individual's disability is not apparent, of his/her disability. NCRTD will accept a certification from the visitor that he/she is unable to use fixed route transit.

NCRTD shall make the service available to visitors for any combination of twenty one (21) days during any 365-day period beginning with the visitor's first use of the service.

The location of an applicant's residence is not a factor in determining eligibility. Persons living outside the service area can be certified for the ADA complementary paratransit service. However, only trips with both an origin and destination inside the service area will be provided.

D. Application Process

The applicant shall return the completed ADA Paratransit Application to the NCRTD office. To be considered complete, all of the information requested on the application must be entered and the application must be signed by the applicant. In addition, the Professional Verification Form must be completed and signed by a qualified licensed professional.

*See Exhibit A, Paratransit Application.

NCRTD staff will attempt to make a determination from the information included in the ADA Paratransit Application. Should the staff be unable to make a determination based upon the information provided, they may request clarification from the applicant or the professional who completed the Professional Verification Form.

If a determination still cannot be made, NCRTD may require applicants to submit to a functional assessment to determine if they can use the regular fixed-route bus service. NCRTD will pay the cost of the functional assessment as well as provide transportation to and from the appointment.

NCRTD staff will normally make a determination regarding eligibility within twenty one (21) days of receipt of a complete ADA Paratransit Application. Should the staff fail to make such a determination within the twenty one (21)-day period, the applicant will be "presumed eligible" until such time a determination has been made.

When applications are approved, applicants will be notified by mail they have been certified to use ADA complementary paratransit service for three years, if they are permanently disabled; or for a shorter, specified time if their disability is temporary. Certified passengers may begin using service immediately following notification.

When applicants are deemed eligible for ADA complementary paratransit service, they will be asked to complete the certification process by scheduling an appointment to obtain a photo identification card within Thirty (30) days.

At any time during a passenger's three-year certification, NCRTD staff may require the certified passenger to submit a new ADA Paratransit Application if there is sufficient cause to believe the passenger's condition has changed making the person no longer "ADA paratransit eligible."

Applicants who are deemed ineligible for ADA complementary paratransit may appeal by following the procedure established in Section VIII, Appeal Procedures. Applicants denied service may reapply for the service at any time.

All passenger information will be kept confidential by the NCRTD staff unless a release is required by law or court order.

IV. Passenger Responsibilities

A. General Passenger Condition

All passengers must be able to sit in a bus seat or wheelchair in order to be transported.

Any passenger whose medical condition is such that the passenger is incoherent or requires immediate medical attention to sustain life may be denied service. ADA complementary paratransit service is to be considered a "common carrier" and does not perform ambulance or emergency service.

If the driver reasonably believes a passenger's physical condition or conduct is hazardous, or if a passenger possesses weapons, instruments or equipment that are reasonably believed to be dangerous, service may be terminated immediately. The passenger will be notified of his/her right to appeal the termination and NCRTD will hear the appeal as soon as reasonably possible.

B. Requesting Service

A request for service must be made at least one (1) day or up to four 4 days prior to the desired trip time. In order to schedule a trip, one must speak (either in person or via telephone messaging) with NCRTD staff that will require the following in scheduling a trip:

1. Name
2. Phone Number
3. Pick-Up Address
4. Destination Address
5. Desired Pick-Up Time
6. Desired Drop-Off Time (Appointment Time)
7. Number of Passengers
8. If Round Trip, Approximate Time of Return Trip

Passengers can schedule service by calling NCRTD at 1 866 206 0754 from 6:00 a.m. to ~~3~~5:00 p.m. the day prior to service. ~~Reservations for service on Monday or the day after a holiday shall be received on the NCRTD's voice messaging service.~~ Requests made one day prior on weekends or holidays between the hours of 6:00 am and 5:00 pm for reservations for service on Monday or the day after a holiday shall be accepted as received on the NCRTD's voice messaging service. Whenever possible a return trip will be scheduled.

C. Riding ADA Complementary Paratransit Service

Paratransit passengers shall be ready to go ten (10) minutes before the scheduled pick-up time. NCRTD makes every effort to arrive as close to the scheduled pick-up time as possible. However, NCRTD may arrive up to ten (10) minutes before or twenty (20) minutes after the scheduled pick-up time.

Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:20 a.m. and 9:50 a.m.

This thirty (30) minute window (consisting of ten (10) minutes before to twenty (20) minutes after the scheduled time) is called the "pick-up time period." Drivers, after arriving within the pick-up time period, will wait up to five~~three~~ (5~~3~~) minutes. Any passenger who is not at his/her scheduled pick-up point and ready to go by that time will be considered a "no show" and the driver will leave to pick up other riders. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

If a passenger knows that he/she will be detained during a medical appointment, the passenger shall call NCRTD at 1 866 206 0754 as soon as possible. When the passenger is ready, he/she shall call NCRTD and the next available van will be dispatched to pick up the passenger.

Service may not be rendered if the vehicle cannot access the origin or destination location, or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

Drivers are not permitted to enter a passenger's home under any circumstance.

Drivers are not permitted to maneuver a wheelchair up or down more than one step. This rule is provided for the safety of the passenger and the driver.

Drivers are not permitted to lift passengers.

Passengers must pay their fares upon boarding the bus. Failure to do so may result in no service for that trip and the recording of a "no show" or cancellation (see Section IV, E, "No Shows" and Cancellations).

If all other passengers on the vehicle are required to wear seat belts, ADA complementary paratransit service passengers shall also be required to wear seat belts. A physician's statement of a passenger's physical inability to wear a seat belt may waive this requirement.

Profanity or abusive conduct shall not be permitted and may result in suspension or termination of service.

Eating or smoking is not allowed on NCRTD or contractor vehicles. Drinking is permissible only from a container with a snap-on or screw type lid.

D. Transportation of Children

The minimum age for a child to travel alone aboard ADA complementary paratransit service vehicles is 10years of age. Children under the age of 10 must have an ~~adult~~ a guardian of legal age accompany them during transport.

E. "No Shows" and Cancellations

If riders are unable to keep the scheduled appointment time, they should notify NCRTD at least two hours prior to the scheduled pick-up time. Failure to do so may result in the recording of a "no show." A record of all "no shows" will be maintained at the "NCRTD office.

Three (3) "no shows" within a 30 day period (counting from the last incident) for reasons other than those of a necessary or emergency nature, as determined by the NCRTD operations manager, shall result in suspension of service for a period of 30 days. The passenger will be given an opportunity for a hearing prior to the suspension.

F. Accommodation of ~~Common~~ Wheelchairs

NCRTD will accommodate ~~common~~ wheelchairs and mobility devices. "A wheelchair is a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered." ~~Common~~ ~~w~~Wheelchairs are devices that do not exceed 32 inches in width and 48 inches in length measured two inches above the ground, and do not weigh more than 600 pounds when occupied.

Any passenger who utilizes a wheelchair device for mobility shall insure the brakes on the wheelchair are in working order before transportation can be provided. All passengers boarding the bus in wheelchairs will be required to board, ride and disembark the vehicle with the wheels of the chair in a locked position.

All wheelchairs and other mobility devices must be secured to the floor of the vehicle using the securement equipment. The drivers will make every effort not to damage wheelchairs or mobility devices with the securement straps and hooks. In the case where a mobility device is incapable of being properly secured by the securement devices, the driver will notify the rider and will recommend the rider transfer to a seat. In those cases it will be up to the rider whether or not to continue with the ride.

G. Personal Care Attendants and Companions

A personal care attendant (i.e., someone designated or employed specifically to help the eligible individual meet his/her personal needs) always may ride with the eligible individual at no cost.

A companion (e.g., friend or family member) does not count as a personal care attendant unless the eligible individual regularly makes use of a personal care attendant and the companion is actually acting in that capacity.

As part of the initial eligibility certification process, an individual must indicate whether he/she travels with a personal care attendant. If someone does not indicate the use of an attendant, then any individual accompanying him/her would be regarded simply as a companion.

H. Service Animals and Accommodation of Animals

Animals other than service animals as described below are not allowed to ride on NCRTD vehicles.

It is the policy of NCRTD to allow service animals to accompany their owner without restraint. Under the Americans with Disabilities Act of 1990, a service animal means a guide dog, signal dog, or other animal that is required to aid the owner and that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. The Americans with Disabilities Act of 1990 allows for the imposition of legitimate safety requirements that are necessary for the safe operation of ADA complementary paratransit service. NCRTD can generally require use of a secured pet travel carrier for any animal that is a health or safety hazard regardless of the kind of training it has received and what function it serves for its owner.

I. Carry-On Packages

Drivers will help passengers take lightweight items off the vehicle and set them on the curb. If additional assistance is required, this assistance may be rendered on a case-by-case basis.

V. Public Involvement

A. Goal

NCRTD is committed to providing on-going mechanisms to involve the public in decisions regarding its services, policies and procedures.

B. Consumer Satisfaction Surveys

Consumer satisfaction survey forms will be mailed one time each year to all certified ADA complementary paratransit service passengers. These surveys will measure customer satisfaction with aspects of NCRTD services including prompt telephone answering, scheduler courtesy, ability to get requested pick-up time, timeliness of pick-ups and drop-offs, response time for return trip, amount of time traveling, courtesy of drivers, level of assistance by drivers, safety of service and general satisfaction with service. The results of these surveys will be compiled and reported to the NCRTD Board of Directors.

C. Public Hearings

Public hearings will be held on an as-needed basis to obtain input from persons with disabilities on such topics as proposed service changes, proposed fare increases, and other similar topics.

D. Focus Groups

Focus groups made up of persons with disabilities and representatives from agencies serving the needs of persons with disabilities will be held on an ad hoc basis to deal with specific service and policy issues that require in-depth discussion.

VI. Public Information Dissemination

A. Goal

NCRTD is committed to providing information about its services, policies and procedures to the public in accessible formats for persons with disabilities.

B. Accessible Formats

NCRTD ~~shall provide a TTY number (or~~ makes use of an operator-assisted RELAY service~~)~~ so that persons with hearing or speech impairments may, by dialing 711, communicate with and receive information from NCRTD staff.

Persons with vision impairments may request braille information through the State library, or request NCRTD provide big font print, or request information via New Mexico School for the Blind reader service.

VII. Appeal Procedures

A. Goal

NCRTD has adopted the following appeal procedures as the mechanism for resolving complaints relative to the ADA complementary paratransit services, policies and procedures.

The following administrative procedure has been established to insure prompt and equitable resolution of appeals of any person with a disability that has been denied eligibility for ADA complementary paratransit service. The same appeal procedure will be used for appeals filed by persons who have been notified of a pending service termination or suspension.

B. Appeal Procedure

An applicant/passenger who wishes to appeal an eligibility determination, service suspension or termination must address an appeal, in writing, to the NCRTD within 60 days of the denial of the application or the notification of suspension of service. The appellant will be entitled to be heard in person and to have necessary support, such as a sign interpreter, or may choose to be represented by another person.

The appellant will be notified in writing of the NCRTD decision as soon as possible. NCRTD will not provide paratransit service to the individual pending the determination on appeal. If a decision has not been made within 30 days of the completion of the appeals process, NCRTD will provide paratransit service from that time until and unless a decision to deny the appeal is issued.

VIII. Demand-Respons~~iv~~e Service

A. Goal

It is the goal of the NCRTD to provide mobility options for those residents of Rio Arriba County/City of Española that don't have a fixed route readily available to them.

B. Service Area

Demand-Response service is available to Rio Arriba County and City of Española residents that do not have a fixed route available to them or live within a 15 mile radius of the Española Park and Ride Lot located at Paseo de Onate at Calle Espinosa. It is the policy of the NCRTD that demand-response service is curb-to-curb. Door-to-door service will be considered on a case-by-case basis.

C. ~~Response Time~~ Reservations for Service

Two types of service will be available: subscription and reservation.

Subscription service will be offered for any trip that occurs every week, originates and terminates at the same scheduled location, at the same hour each day. Requests for subscription service must be made at least one day prior to the first trip, and may be made up to four (4) days in advance. The number of subscription service trips accepted shall not exceed 50% of the total trips scheduled by all passengers unless there is non-subscription capacity.

Reservation service shall be available for any trip. Requests for reservation service must be made at least one (1) day prior to the desired trip time, and may be made up to four (4) days in advance.

Requests for service shall be accepted from 6:00 a.m. to 3:00 p.m. on the day prior to the service day. Reservations for service on Monday or the day after a holiday shall be received on the NCRTD's voice messaging service. Whenever possible a return trip will be scheduled.

Trips shall be scheduled to begin no more than one hour before or after the desired departure time. The trip shall be scheduled so as to arrive at the pick-up location within a 30-minute time frame

D. Fares

The fare for demand-response service is $1.00 one-way for curb to curb service. The fare for door to door service is $2.00 one-way. Payment for the fare must be in cash and in the exact amount. Payment is due at the time of boarding.

The fair for ADA eligible passengers door to door is $2.00 one-way.

No fare will be charged for personal care attendants. However, guests shall pay a fare of $2.00. Additional guests will be scheduled on a space available basis. Payment of the fare must be in cash and in the exact amount. Fares shall be paid at the time of boarding.

E. No Trip Purpose Restrictions

Trips for any purpose will be accommodated and will not be prioritized by trip purpose. Passengers may be asked the nature of their trip so as the 'NCRTD can be prepared to provide appropriate safety measures.

F. Hours and Days of Service

The demand-response service shall operate from 6:00 am. to 6:00 p.m. Monday through Friday. No Saturday or Sunday service is provided.

Service is not offered on the following holidays:

~~New Year's Day~~ ~~Memorial Day~~ ~~Independence Day~~

~~Labor Day~~ ~~Thanksgiving Day~~ ~~Christmas Day~~
~~Dr. MLK Day~~ ~~Columbus Day~~
~~Veteran's Day~~ ~~Presidents Day~~

New Year's Day
Dr. Martin Luther King Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Day After Thanksgiving
Christmas Eve Day
Christmas Day

~~**Note: Holidays are based on the State of New Mexico approved holiday schedule.**~~

G. Inclement Weather

In the unlikely event of service cancellation due to inclement weather, NCRTD personnel shall attempt to contact all scheduled passengers at the telephone numbers listed on the ADA Complementary Paratransit Service Eligibility Application.

H. Lost and Found

Neither NCRTD nor its service contractor will be responsible for items left on vehicles. However, if found, the item(s) will be held for thirty (30) days. If the item is not claimed within thirty (30) days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should call the NCRTD office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

I. Riding Demand-Response Service

Demand-Response passengers shall be ready to go ten (10) minutes before the scheduled pick-up time. NCRTD makes every effort to arrive as close to the scheduled pick-up time as possible. However, NCRTD may arrive up to ten (10) minutes before or twenty (20) minutes after the scheduled pick-up time.

Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:20 a.m. and 9:50 a.m.

This thirty (30) minute window (consisting of ten (10) minutes before to twenty (20) minutes after the scheduled time) is called the "pick-up time period." Drivers, after arriving within the pick-up time period, will wait up to ~~three~~five (5~~3~~) minutes. Any

passenger who is not at his/her scheduled pick-up point and ready to go by that time will be considered a “no show” and the driver will leave to pick up other riders. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

If a passenger knows that he/she will be detained during a medical appointment, the passenger shall call NCRTD at 1 866 206 0754 as soon as possible. When the passenger is ready, he/she shall call NCRTD and the next available van will be dispatched to pick up the passenger.

Service may not be rendered if the vehicle cannot access the origin or destination location or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

Drivers are not permitted to enter a passenger’s home under any circumstance.

J. Transportation of Children

The minimum age for a child to travel alone aboard ADA complementary paratransit service vehicles is 10years of age. Children under the age of 10 must have a~~n adult~~ guardian of legal age accompany them during transport.

K. "No Shows" and Cancellations

If riders are unable to keep the scheduled appointment time, they should notify NCRTD at least two hours prior to the scheduled pick-up time. Failure to do so may result in the recording of a "no show." A record of all "no shows" will be maintained at the “NCRTD office.

Three (3) "no shows" within a 30 day period (counting from the last incident) for reasons other than those of a necessary or emergency nature, as determined by the NCRTD Transit Operations and Facilities Director ~~manager~~, shall result in suspension of service for a period of 30 days. The passenger will be given an opportunity for a hearing prior to the suspension.

IX. Dial-a-Ride Service (Anticipated Launch Date is February 2015)

A. Goal

It is the goal of the NCRTD to provide mobility options for those residents of the Pojoaque-Nambe area that do not have a fixed route readily available to them.

B. Service Area

Dial-a-Ride service* is available to the Pojoaque-Nambe area residents that do not have a fixed route available to them. It is the policy of the NCRTD that Dial-a-Ride service is Ccurb-to-Ccurb. Door-to-Ddoor service will be considered on a case-by-case basis.

* See Maps Exhibit D–Dial-a-Ride Service Area

C. Reservations for Service

Two types of service will be available: subscription and reservation.

Subscription service will be offered for any trip that occurs every week, originates and terminates at the same scheduled location, at the same hour each day. Requests for subscription service must be made at least 1 day prior to the first trip, and may be made up to four (4) days in advance. The number of subscription service trips accepted shall not exceed 50% of the total trips scheduled by all passengers unless there is non-subscription capacity.

Reservation service shall be available for any trip. Requests for reservation service may be made at least one (1) day prior to the desired trip time, and may be made up to four (4) days in advance. However, single trip reservations may be made up to one (1) hour in advance on the same day where space is available.

Requests for service shall be accepted from 6:00 a.m. to 5:00 p.m. on the day prior to the service day. Reservations for service on Monday or the day after a holiday shall be received on the NCRTD's voice messaging service. Whenever possible a return trip will be scheduled.

Trips shall be scheduled to begin no more than one hour before or after the desired departure time. The trip shall be scheduled so as to arrive at the pick-up location within a thirty (30)-minute time frame.

D. Fares

There is no fare for Dial-a-Ride service.

E. No Trip Purpose Restrictions

Trips for any purpose will be accommodated and will not be prioritized by trip purpose. Passengers may be asked the nature of their trip so as the NCRTD can be prepared to provide appropriate safety measures.

F. Hours and Days of Service

The Dial-a-Ride service shall operate from 6:00 am. to 6:00 p.m. Monday through Friday. No Saturday or Sunday service is provided.

Service is not offered on the following holidays:

New Year's Day
Dr. Martin Luther King Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Day After Thanksgiving
Christmas Eve Day
Christmas Day

G. Inclement Weather

In the unlikely event of service cancellation due to inclement weather, NCRTD personnel shall attempt to contact all scheduled passengers at the telephone numbers listed on the ADA Complementary Paratransit Service Eligibility Application.

H. Lost and Found

Neither NCRTD nor its service contractor will be responsible for items left on vehicles. However, if found, the item(s) will be held for 30 days. If the item is not claimed within 30 days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should call the NCRTD office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

I. Riding Dial-a-Ride Service

Dial-a-Ride passengers shall be ready to go ten (10) minutes before the scheduled pick-up time. NCRTD makes every effort to arrive as close to the scheduled pick-up time as possible. However, NCRTD may arrive up to ten (10) minutes before or twenty (20) minutes after the scheduled pick-up time.

Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:20 a.m. and 9:50 a.m.

This thirty (30) minute window (of ten (10) minutes before to twenty (20) minutes after the scheduled time) is called the "pick-up time period." Drivers, after arriving within the pick-up time period, will wait up to five (5) minutes. Any passenger who is not at his/her scheduled pick-up point and ready to go by that time will be considered a "no show" and the driver will leave to pick up other riders. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

If a passenger knows that he/she will be detained during a medical appointment, the passenger shall call NCRTD at 1 866 206 0754 as soon as possible. When the passenger is ready, he/she shall call NCRTD and the next available van will be dispatched to pick up the passenger.

Service may not be rendered if the vehicle cannot access the origin or destination location or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

Drivers are not permitted to enter a passenger's home under any circumstance.

J. Transportation of Children

The minimum age for a child to travel alone aboard ADA complementary paratransit service vehicles is 10years of age. Children under the age of 10 must have a guardian of legal age accompany them during transport.

K. "No Shows" and Cancellations

If riders are unable to keep the scheduled appointment time, they should notify NCRTD at least two hours prior to the scheduled pick-up time. Failure to do so may result in the recording of a "no show." A record of all "no shows" will be maintained at the NCRTD office.

Three (3) "no shows" within a 30 day period (counting from the last incident) for reasons other than those of a necessary or emergency nature, as determined by the NCRTD Transit Operations and Facilities Director, shall result in suspension of service for a period of 30 days. The passenger will be given an opportunity for a hearing prior to the suspension.

Figure X: Espanola Paratransit Service Area

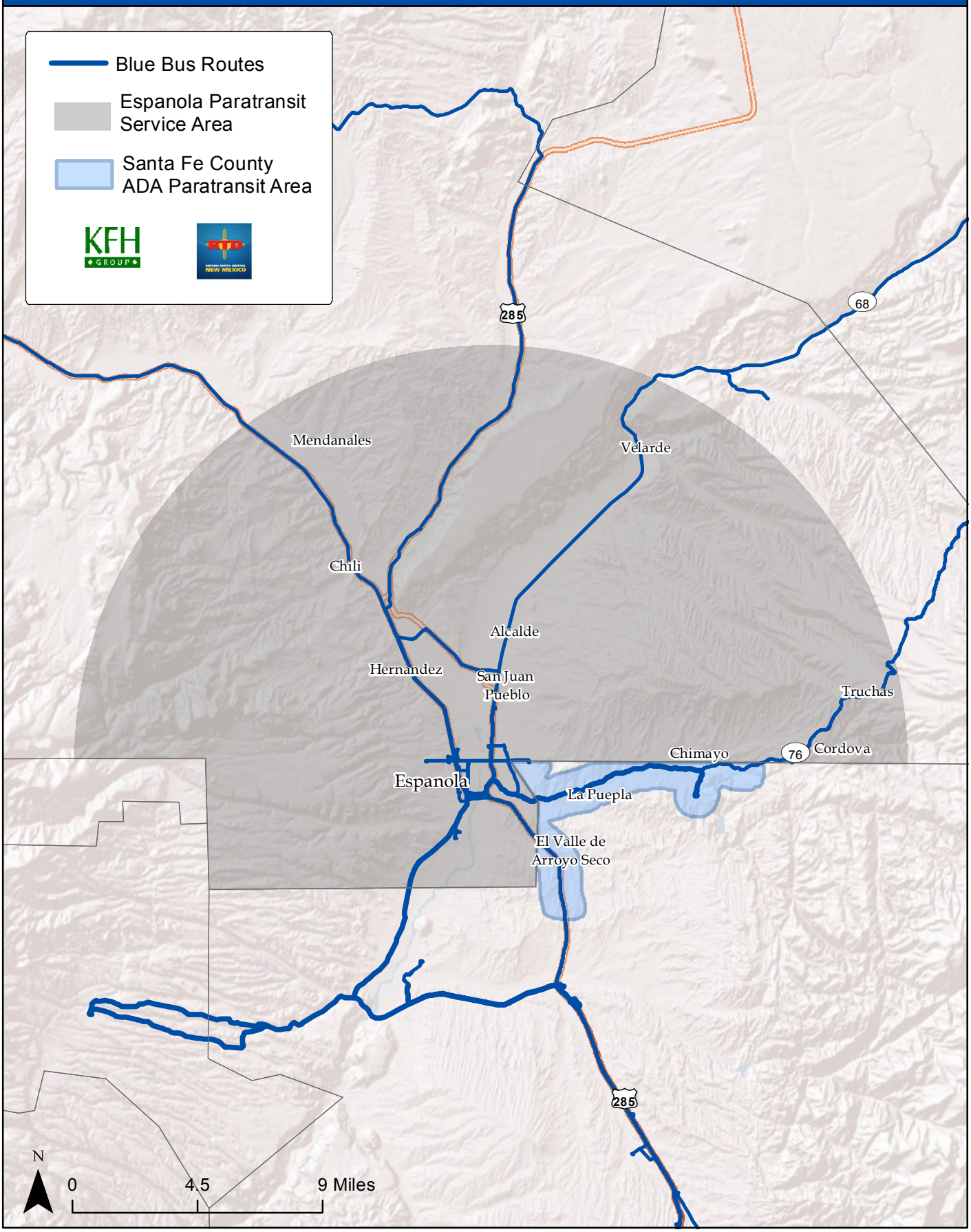


Exhibit B: Espanola Paratransit Service Area

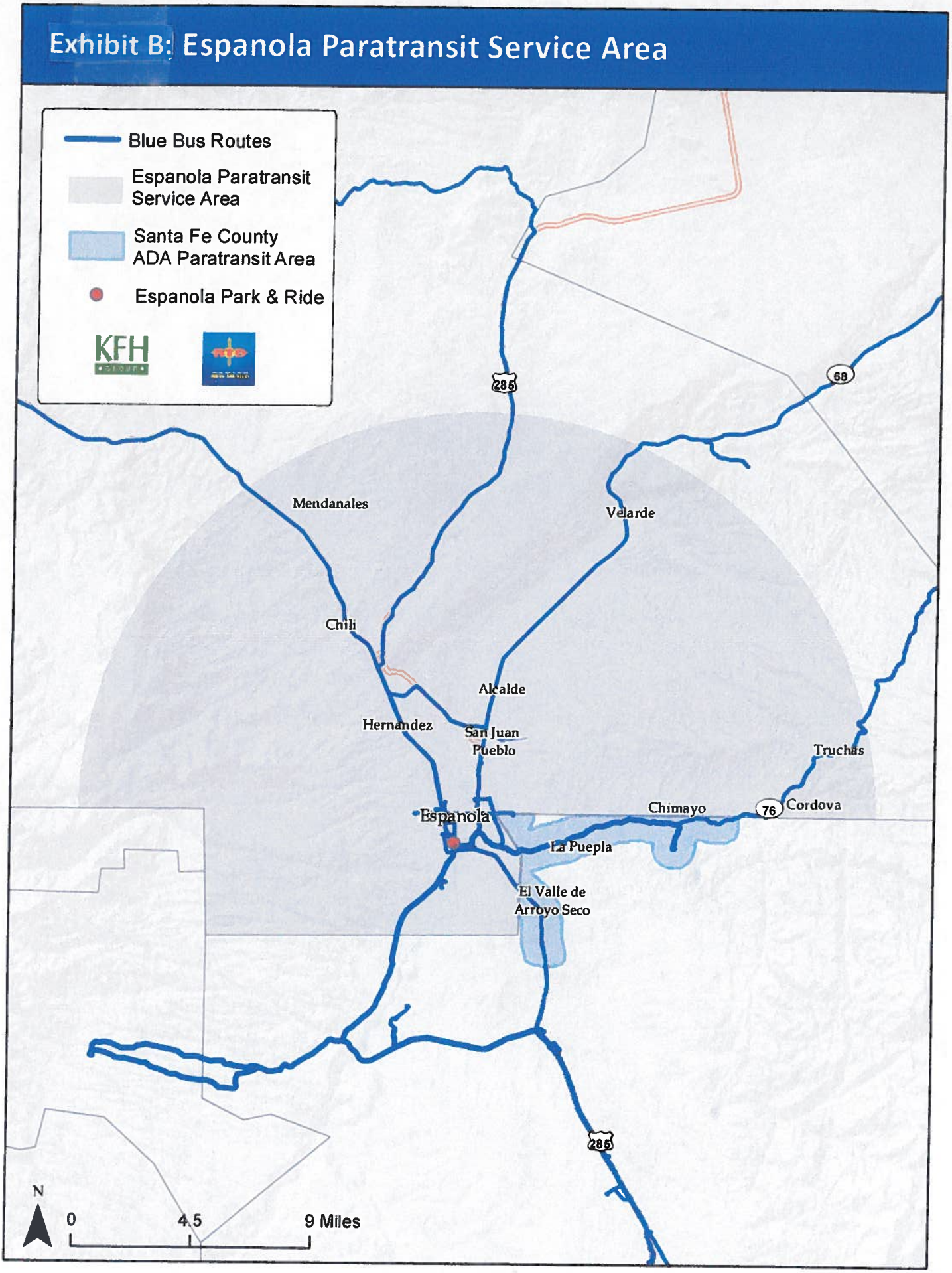


Exhibit C: System Map and ADA Service Area

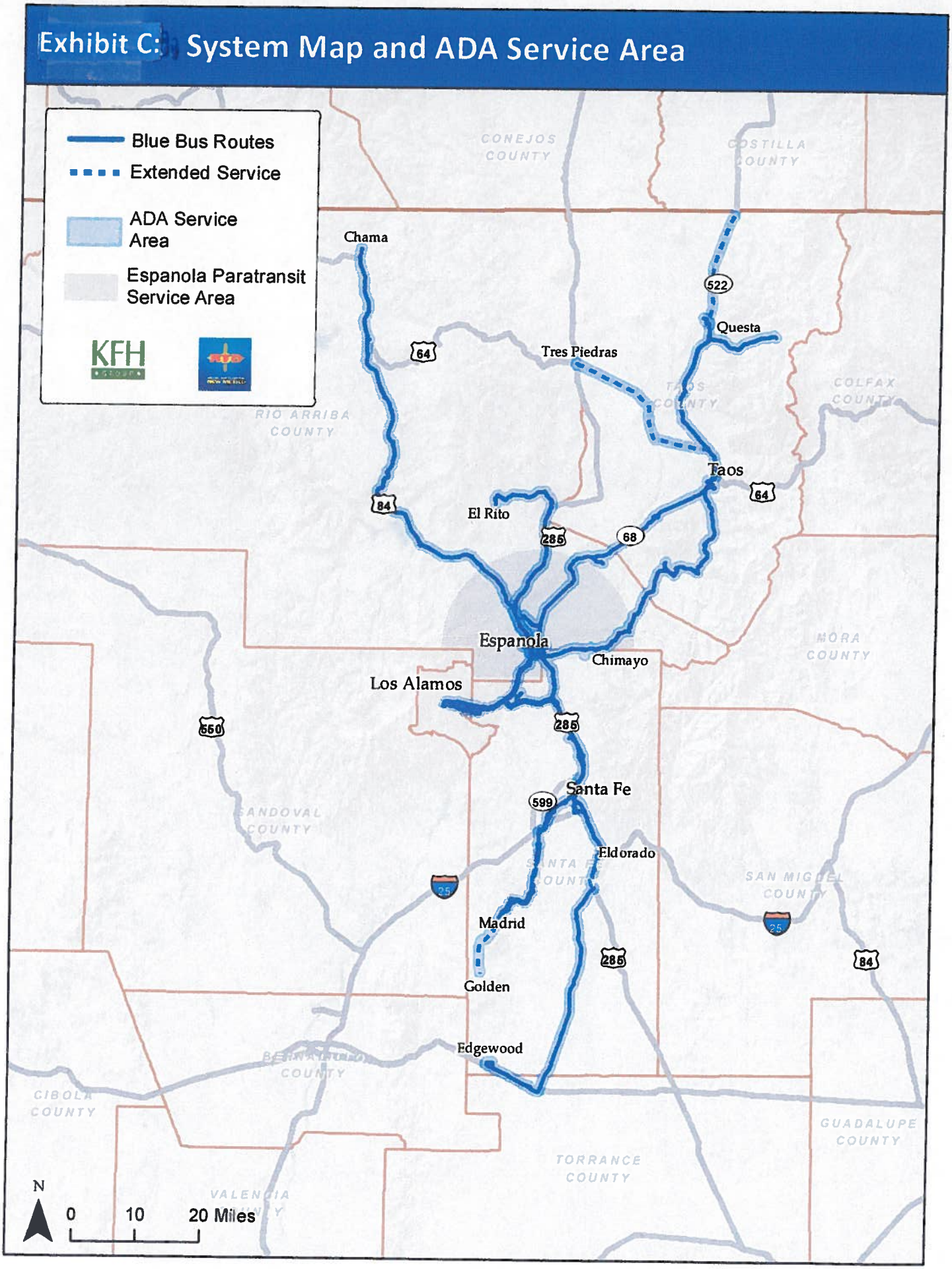
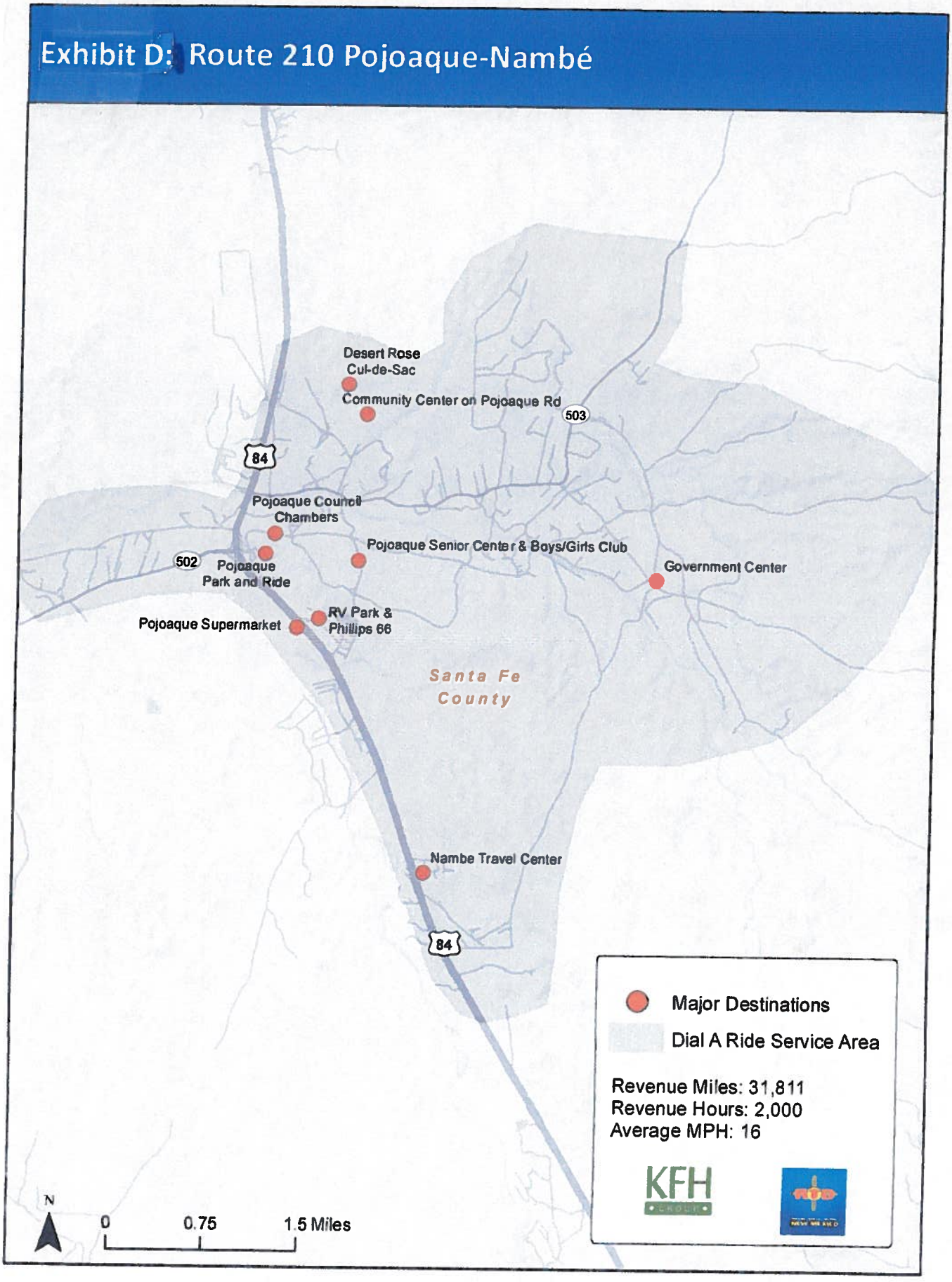


Exhibit D: Route 210 Pojoaque-Nambé



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: March 7, 2014

Agenda Item - G

Title:
Service Request Update for Ski Santa Fe and Santa Fe National Forest

Prepared By:
Stacey McGuire, Projects and Grants Specialist

Summary
NCRTD Staff continues to work with all interested parties related to the request for transit service from the City of Santa Fe to Santa Fe National Forest and Ski Santa Fe. It is expected to continue conversations with stakeholders, vehicle vendors and others in March and beyond.

Background:
Per NCRTD Board direction as given at the December and January Board meetings, Staff has continued to reach out to a variety of potential stakeholders to engage in a needs assessment and to gauge general interest regarding transit service to Ski Santa Fe and Santa Fe National Forest. Staff expects additional meetings with a variety of interested agencies, businesses and individuals throughout March and April.

Based on discussions at the November 2013 Board meeting, Staff has continued to reach out to a variety of potential stakeholders to engage in a needs assessment and to gauge general interest regarding transit service to Ski Santa Fe and Santa Fe National Forest. Staff anticipates multiple meetings with a plethora of interested agencies, businesses and individuals throughout December and January.

Board directed Staff at the October 2013 meeting to continue researching potential funding sources as well as to determine and engage potential stakeholders in the process. The City of Santa Fe

submitted a formal request for transit service from downtown Santa Fe to Ski Santa Fe, which is located within Santa Fe National Forest.

At the September 2013 meeting, the Board directed Staff to begin discussions regarding the Ski Santa Fe service request. City of Santa Fe has reached out to Ski Santa Fe owners and other stakeholders to set a meeting to discuss the service.

Recommended Action:
No action required and Staff will report back to the Board at the April 2014 Board meeting with an update.

Options/Alternatives:
Not Applicable

Fiscal Impact:
Not Applicable

North Central Regional Transit District
Financial Summary
As of February 26, 2014

Summary:
The North Central Regional Transit District (NCRTD) is currently reporting nearly 8 months of financial activity. The standard for expenses that should be spent for the 8 months period is 66% of the budget.

The month of February does not reflect all expenses because the Finance Department will continue to process invoices that possibly float in from the end of the month and the District is continuing to also process revenue income as reported. The GRT revenues are reported for the month of activity it has occurred. The State of New Mexico Taxation and Revenue reports this revenue for distribution 2-3 months after the actual receipt. Therefore we report activity in the month it has occurred following GASB (Governmental Accounting Standards Board) and NCRTD utilizes accrual basis of accounting. We will not see the GRT revenue for February until May 2014.

All budget figures in the revenue and expense charts and tables have been divided using a straight-line method to allocate monthly budget figures. NCRTD reports financials following GAAFR (Governmental Accounting, Auditing, and Financial Reporting). A comparative analysis in revenue and expenses is presented to compare the previous year operating results.

Financial Highlights

Revenue:
As of February 26, 2014, total revenue of $5,127,566 reported on the New Mexico Taxation and Revenue Department website in which it has only reported activity for December 2013 now in February 2014 in which we posted in the accounts receivable.

We received our Local match contribution of $450,000 from Los Alamos County.

Revenue for fares, advertising, and miscellaneous/interest revenue $ 25,634.

Expenditures:
For the month ending February 26, 2014, NCRTD recognized expenditures totaling $4,750,494 which is 49% of total budgeted expenditures. This percentage is below the standard 66% for the time period, mostly due to quarterly (instead of monthly) payments to the City of Santa Fe and Los Alamos County for transit services, (Non-RTD GRT expense/revenue).

Of the $4,750,494 spent by NCRTD, $621,696 was in Administration, $3,881,938 in Operations and $246,860 in Capital Outlay.

Administration has spent 54.6% of their budget, Operations has spent 52.9% and 22.9% in Capital Outlay.

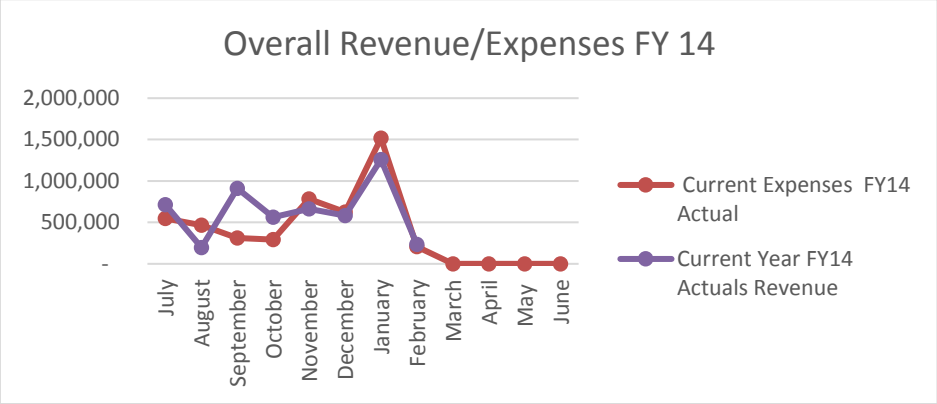
This Financial Summary should be reviewed in conjunction with the Monthly Board Financial Report

MONTHLY BOARD REPORT

FY2014 (July 1, 2013 to June 30, 2014)

NCRTD Revenue and Expenses vs. Budget

As of February 26, 2014



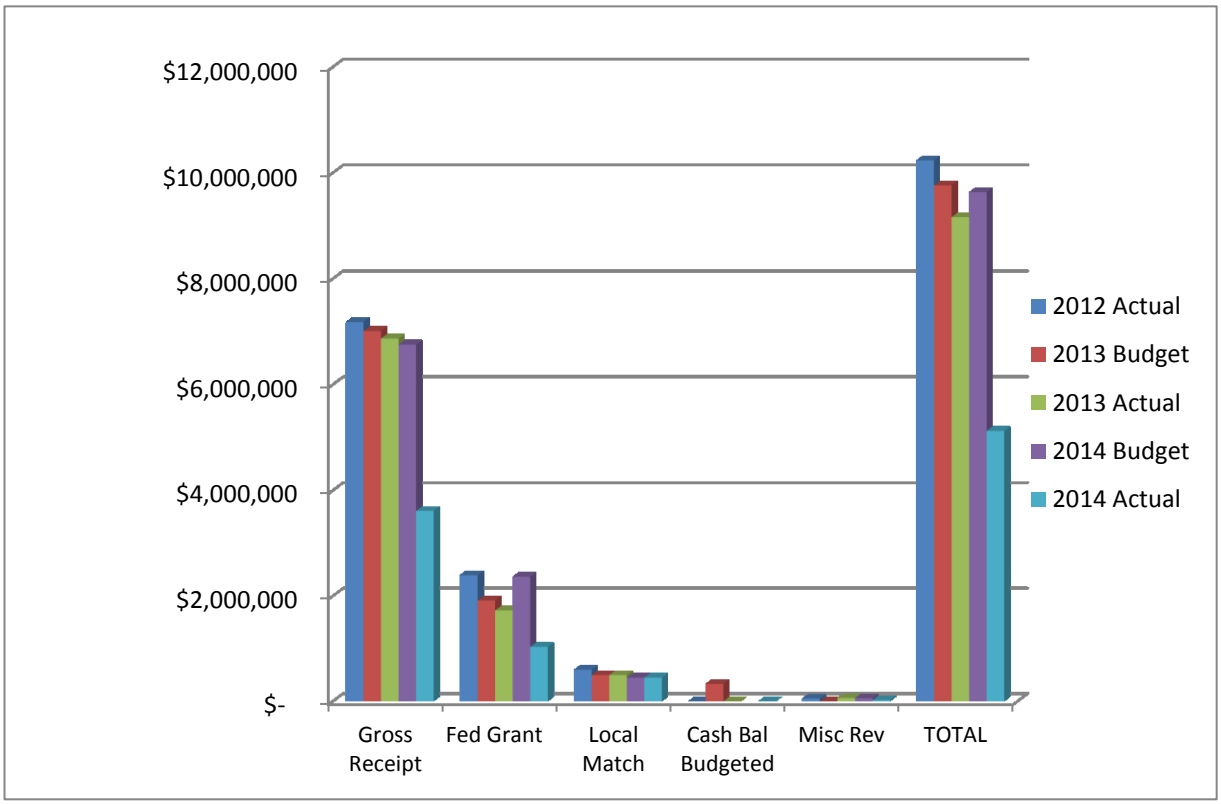
	Expenses		Revenue	
	Budget Expenses FY14	Current Expenses FY14 Actual	Budget Revenue FY14	Current Year FY14 Actuals Revenue
July	777,664	546,007	777,664	712,973
August	777,664	464,828	777,664	197,595
Septembe	809,158	313,124	809,158	911,709
October	777,664	292,927	777,664	563,855
November	1,030,164	783,237	1,030,164	663,680
December	777,664	623,927	777,664	582,801
January	798,164	1,517,086	798,164	1,258,504
February	777,664	209,359	777,664	236,450
March	777,664	-	777,664	
April	777,664	-	777,664	
May	777,664	-	777,664	
June	777,664	-	777,664	
Totals	$ 9,636,458	$ 4,750,494	$ 9,636,458	$ 5,127,567

MONTHLY BOARD REPORT

FY2014 (July 1, 2013 to June 30, 2014)

NCRTD Revenue by Sources

As of February 26, 2014



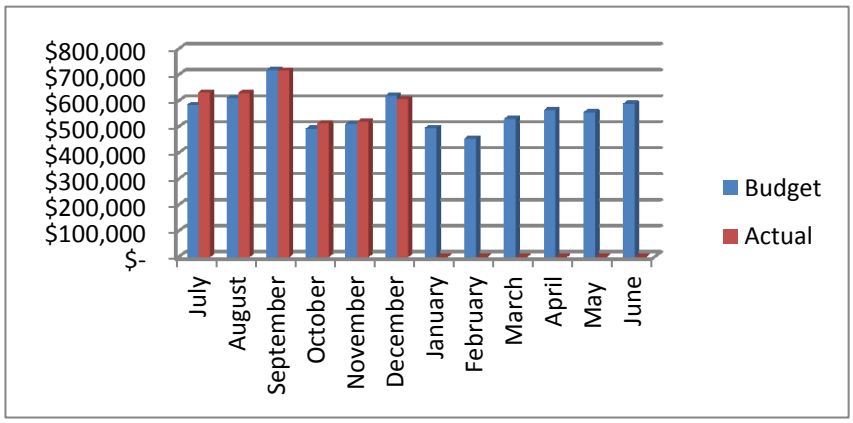
	2012 Actual	2013 Budget	2013 Actual	2014 Budget	2014 Actual	% of Actual vs budget
Gross Receipt	$ 7,183,334	$ 7,013,800	$ 6,872,026	$ 6,757,529	$ 3,615,464	53.5%
Fed Grant	$ 2,397,970	$ 1,917,879	$ 1,727,932	$ 2,368,429	$ 1,036,468	43.8%
Local Match	$ 600,000	$ 500,000	$ 500,000	$ 450,000	$ 450,000	100.0%
Cash Bal Budgeted	$ -	$ 333,000	$ -		$ -	0.0%
Misc Rev	$ 56,140	$ -	$ 65,710	$ 60,500	$ 25,634	42.4%
TOTAL	$ 10,237,444	$ 9,764,679	$ 9,165,669	$ 9,636,458	$ 5,127,566	53.2%

Budget to Actual FY2014
($ thousands)

MONTHLY BOARD REPORT

FY2014 (July 1, 2013 to June 30, 2014)

Gross Receipts Revenue Thru February 26, 2014



Budget to Actual FY2013
($ thousands)

	Budget	Actual	Actual Revenue % of Monthly Budget
July	$ 583,796	$ 631,877	108%
August	$ 610,664	$ 628,640	103%
September	$ 718,470	$ 716,096	100%
October	$ 492,080	$ 513,320	104%
November	$ 511,261	$ 518,926	101%
December	$ 619,551	$ 606,606	98%
January	$ 494,792	$ -	0%
February	$ 454,335	$ -	0%
March	$ 529,932	$ -	0%
April	$ 563,055	$ -	0%
May	$ 555,133	$ -	0%
June	$ 587,696	$ -	0%
	$ 6,720,765	**$ 3,615,464**	**54%**

Prior Year vs. Current Year
($ thousands)

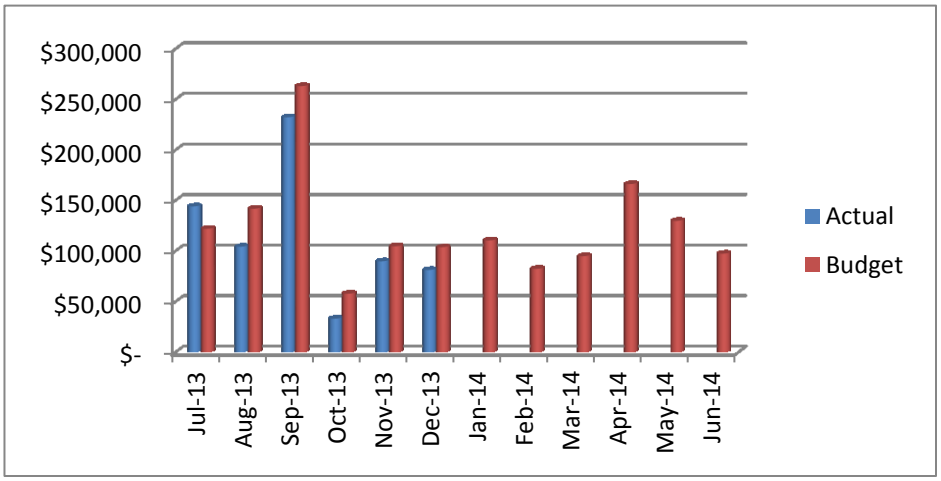
	Prior Year FY2013	Current Year FY2014	Inc/Dec from Prior Year to Current Year
July	$ 590,848	$ 631,877	$ 41,029
August	$ 645,616	$ 628,640	$ (16,976)
September	$ 717,978	$ 716,096	$ (1,882)
October	$ 390,333	$ 513,320	$ 122,986
November	$ 520,527	$ 518,926	$ (1,601)
December	$ 614,240	$ 606,606	$ (7,634)
January	$ 537,863	$ -	$ (537,863)
February	$ 504,470	$ -	$ (504,470)
March	$ 561,238	$ -	$ (561,238)
April	$ 648,134	$ -	$ (648,134)
May	$ 561,422	$ -	$ (561,422)
June	$ 579,356	$ -	$ (579,356)
	$ 6,872,026	**$ 3,615,464**	**$ (3,256,562)**

MONTHLY BOARD REPORT

FY2014 (July 1, 2013 to June 30, 2014)

Gross Receipts Revenue By County

LOS ALAMOS COUNTY



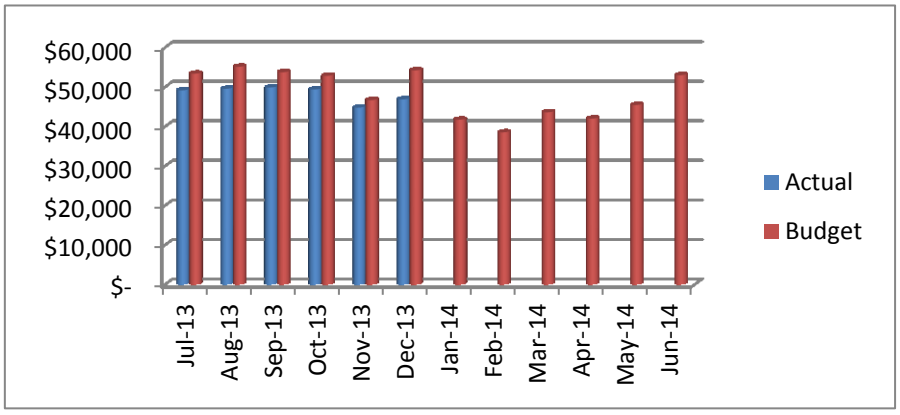
Date Received		Actual	Budget	% of Monthly Budget
9/24/2013	Jul-13	$ 144,054	$ 121,957	118%
10/24/2013	Aug-13	$ 104,260	$ 141,783	74%
11/22/2013	Sep-13	$ 232,251	$ 263,082	88%
12/20/2013	Oct-13	$ 33,137	$ 57,814	57%
1/24/2014	Nov-13	$ 89,812	$ 104,716	86%
2/24/2014	Dec-13	$ 81,243	$ 103,819	78%
	Jan-14		$ 110,459	0%
	Feb-14		$ 82,381	0%
	Mar-14		$ 94,894	0%
	Apr-14		$ 166,154	0%
	May-14		$ 129,801	0%
	Jun-14		$ 97,405	0%
	YTD Total	$ 684,758	$ 1,474,265	46%

MONTHLY BOARD REPORT

FY2014 (July 1, 2013 to June 30, 2014)

Gross Receipts Revenue By County

RIO ARRIBA COUNTY



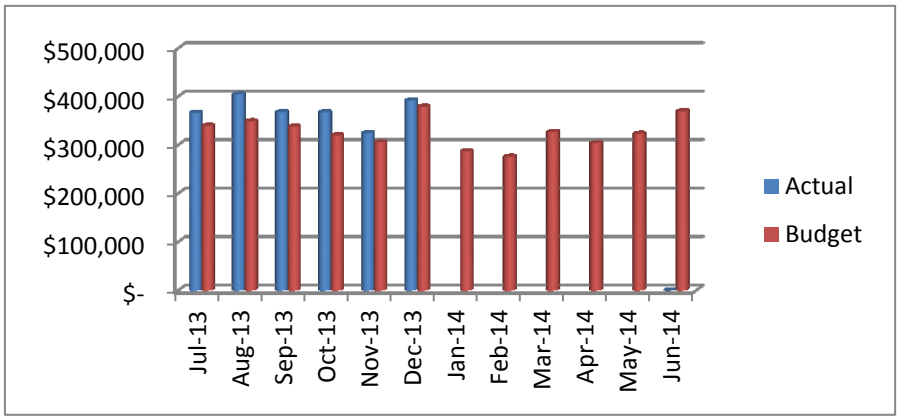
Date Received		Actual	Budget	Actual Revenue % of Monthly Budget
10/9/2013	Jul-13	$ 49,128	$ 53,368	92%
11/8/2013	Aug-13	$ 49,535	$ 55,096	90%
12/24/2013	Sep-13	$ 49,857	$ 53,733	93%
1/10/2014	Oct-13	$ 49,364	$ 52,811	93%
2/12/2014	Nov-13	$ 44,753	$ 46,655	96%
TBD	Dec-13	$ 46,846	$ 54,188	86%
	Jan-14		$ 41,700	0%
	Feb-14		$ 38,509	0%
	Mar-14		$ 43,572	0%
	Apr-14		$ 41,983	0%
	May-14		$ 45,426	0%
	Jun-14		$ 52,959	0%
	YTD Total	$ 289,483	$ 580,000	50%

MONTHLY BOARD REPORT

FY2014 (July 1, 2013 to June 30, 2014)

Gross Receipts Revenue By County

SANTA FE COUNTY



Date Received		Actual	Budget	Actual Revenue % of Monthly Budget
9/20/2013	Jul-13	$ 366,256	$ 339,502	108%
10/22/2013	Aug-13	$ 404,993	$ 348,693	116%
11/21/2013	Sep-13	$ 367,698	$ 337,730	109%
12/21/2013	Oct-13	$ 367,580	$ 319,815	115%
1/21/2014	Nov-13	$ 324,305	$ 305,700	106%
2/27/2014	Dec-13	$ 391,697	$ 378,796	103%
	Jan-14		$ 286,609	0%
	Feb-14		$ 275,381	0%
	Mar-14		$ 326,600	0%
	Apr-14		$ 304,095	0%
	May-14		$ 323,070	0%
	Jun-14	$ -	$ 369,509	0%
	YTD Total	$ 2,222,530	$ 3,915,500	57%

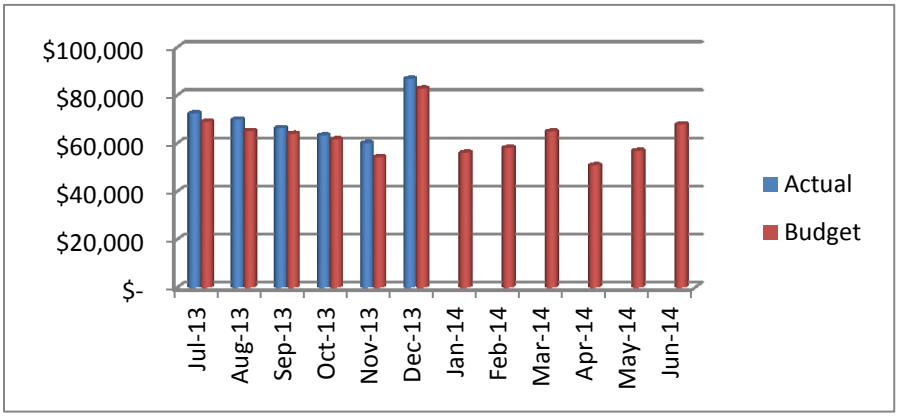
** Note one-half of the SF County GRT is allocated to Rio Metro

MONTHLY BOARD REPORT

FY2014 (July 1, 2013 to June 30, 2014)

Gross Receipts Revenue By County

TAOS COUNTY

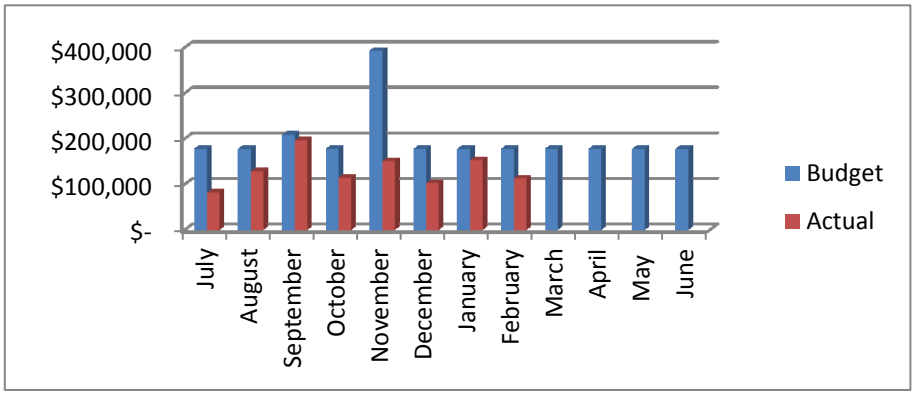


Date Received		Actual	Budget	% of Monthly Budget
9/26/2013	Jul-13	$ 72,438	$ 68,969	105%
10/24/2013	Aug-13	$ 69,852	$ 65,092	107%
11/27/2013	Sep-13	$ 66,290	$ 63,925	104%
12/20/2013	Oct-13	$ 63,238	$ 61,640	103%
1/21/2014	Nov-13	$ 60,056	$ 54,190	111%
2/19/2014	Dec-13	$ 86,820	$ 82,748	105%
	Jan-14		$ 56,024	0%
	Feb-14		$ 58,064	0%
	Mar-14		$ 64,866	0%
	Apr-14		$ 50,823	0%
	May-14		$ 56,836	0%
	Jun-14		$ 67,823	0%
	YTD Total	$ 418,694	$ 751,000	56%

MONTHLY BOARD REPORT

FY2014 (July 1, 2013 to June 30, 2014)

Grant Revenue



Budget to Actual FY2014
($ thousands)

	Budget	Actual	Actual Revenue % of Monthly Budget
July	$ 176,767	$ 81,096	46%
August	$ 176,767	$ 127,744	72%
September	$ 208,261	$ 195,614	94%
October	$ 176,767	$ 113,855	64%
November	$ 392,503	$ 150,360	38%
December	$ 176,767	$ 102,402	58%
January	$ 176,767	$ 152,815	86%
February	$ 176,767	$ 112,583	64%
March	$ 176,767		0%
April	$ 176,767		0%
May	$ 176,767		0%
June	$ 176,767		0%
	$ 2,368,429	**$ 1,036,468**	44%

Prior Year vs. Current Year
($ thousands)

	Prior Year FY2013	Current Year FY2014	Inc/Dec from Prior Year to Current Year
July	$ 12,892	$ 81,096	$ 68,204
August	$ 156,324	$ 127,744	$ (28,581)
September	$ 20,023	$ 195,614	$ 175,590
October	$ 98,589	$ 113,855	$ 15,266
November	$ 84,275	$ 150,360	$ 66,085
December	$ 130,478	$ 102,402	$ (28,076)
January	$ 126,499	$ 152,815	$ 26,316
February	$ 214,632	$ 112,583	$ (102,049)
March	$ 275,465	$ -	$ (275,465)
April	$ 248,497	$ -	$ (248,497)
May	$ 237,820	$ -	$ (237,820)
June	$ 254,362	$ -	$ (254,362)
	$ 1,859,857	**$ 1,036,468**	

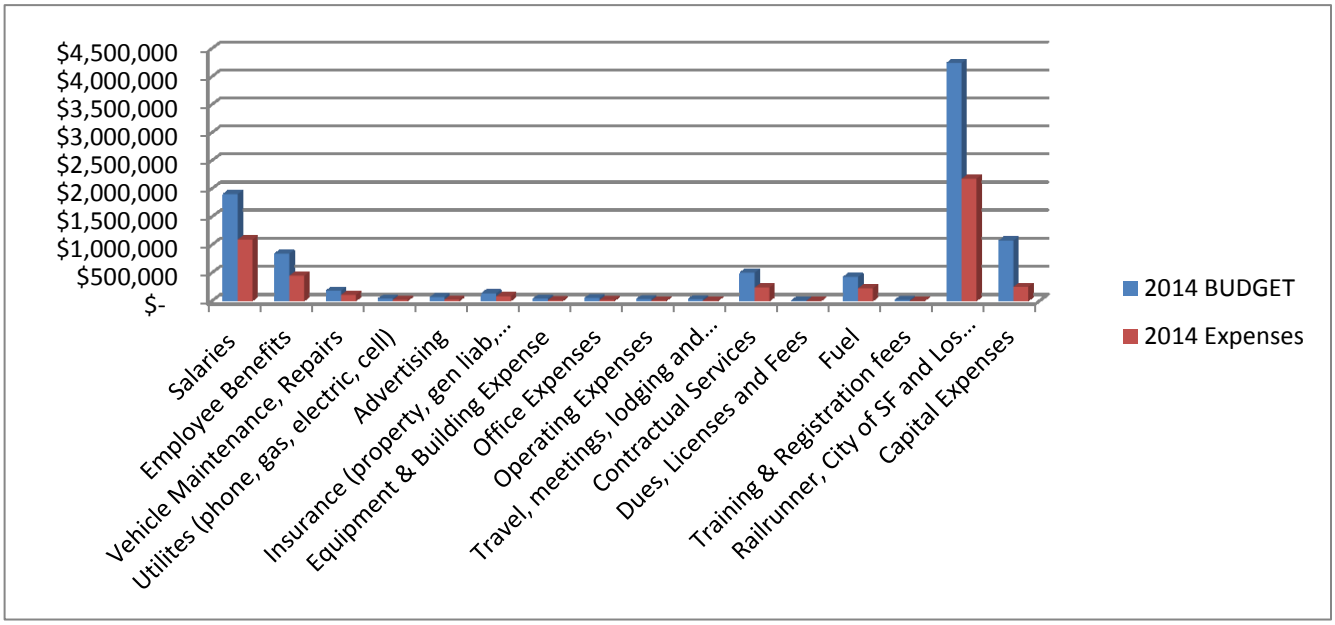
MONTHLY BOARD REPORT

FY2014 (July 1, 2013 to June 30, 2014)

NCRTD Expenses by Type

As of February 26, 2014

Year to Date Budget Variance 66%



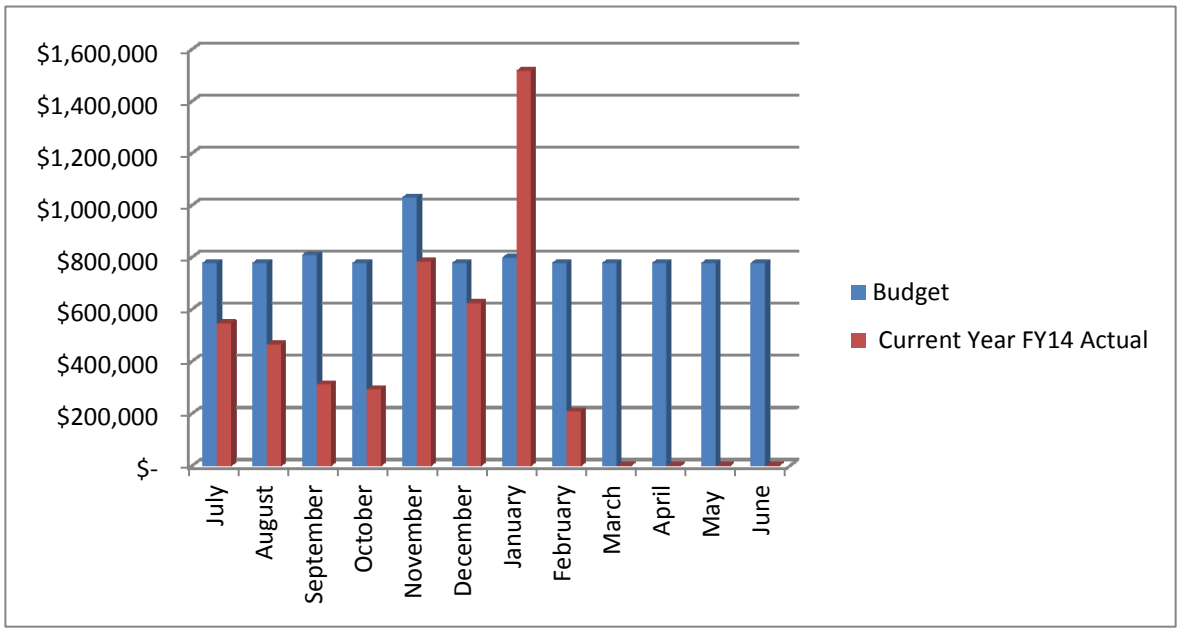
Comparative Expenses by Type

	2014 BUDGET $	2014 Expenses $	YTD Budget Variance 66%
Salaries	$ 1,902,117	$ 1,093,745	57.5%
Employee Benefits	$ 843,665	$ 451,939	53.6%
Vehicle Maintenance, Repairs	$ 184,920	$ 109,703	59.3%
Utilites (phone, gas, electric, cell)	$ 44,298	$ 23,079	52.1%
Advertising	$ 70,440	$ 27,767	39.4%
Insurance (property, gen liab, vehicle, civil rights)	$ 135,000	$ 84,221	62.4%
Equipment & Building Expense	$ 46,036	$ 15,129	32.9%
Office Expenses	$ 56,470	$ 19,994	35.4%
Operating Expenses	$ 35,700	$ 10,594	29.7%
Travel, meetings, lodging and per diem	$ 34,712	$ 8,566	24.7%
Contractual Services	$ 506,233	$ 241,068	47.6%
Dues, Licenses and Fees	$ 9,486	$ 4,752	50.1%
Fuel	$ 430,000	$ 227,936	53.0%
Training & Registration fees	$ 18,513	$ 2,621	14.2%
Railrunner, City of SF and Los Alamos	$ 4,242,874	$ 2,175,961	51.3%
Capital Expenses	$ 1,075,994	$ 253,417	23.6%
TOTAL	$ 9,636,458	$ 4,750,494	49.3%

MONTHLY BOARD REPORT

FY2014 (July 1, 2013 to June 30, 2014)

NCRTD BUDGET EXPENDITURES OVERALL



Budget to Actual FY2014
Expenses ($ thousands)

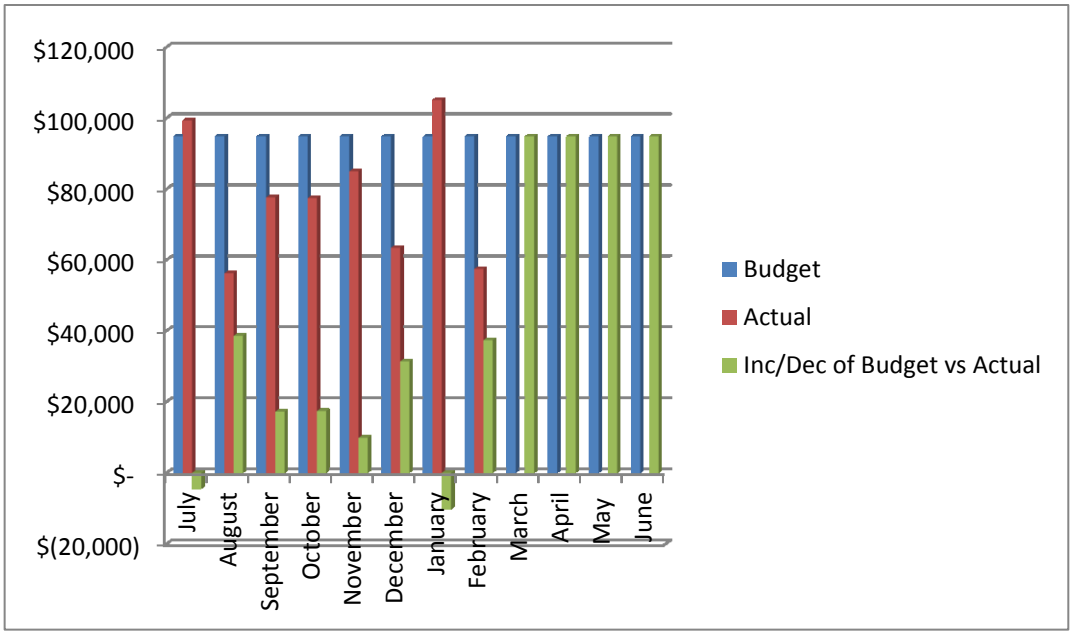
	Prior Year FY13 Actual	Budget	Current Year FY14 Actual	Inc/Dec of Budget vs Actual	
July	$ 311,578	$ 777,664	$ 546,007	$ 231,656	
August	$ 250,791	$ 777,664	$ 464,828	$ 312,835	
September	$ 683,194	$ 809,158	$ 313,124	$ 496,034	
October	$ 326,905	$ 777,664	$ 292,927	$ 484,737	
November	$ 936,614	$ 1,030,164	$ 783,237	$ 246,927	
December	$ 414,507	$ 777,664	$ 623,927	$ 153,737	
January	$ 381,446	$ 798,164	$ 1,517,086	$ (718,922)	
February	$ 446,430	$ 777,664	$ 209,359	$ 568,304	
March	$ 528,488	$ 777,664	$ -	$ 777,664	
April	$ 859,345	$ 777,664	$ -	$ 777,664	
May	$ 1,534,149	$ 777,664	$ -	$ 777,664	
June	$ 292,818	$ 777,664	$ -	$ 777,664	
	$ 6,966,265	**$ 9,636,458**	**$ 4,750,494**	**$ 4,885,963**	**49%**

MONTHLY BOARD REPORT

FY2014 (July 1, 2013 to June 30, 2014)

Administration Expense Summary

Year to Date Budget Variance 66%



Budget to Actual FY2014
($ thousands)

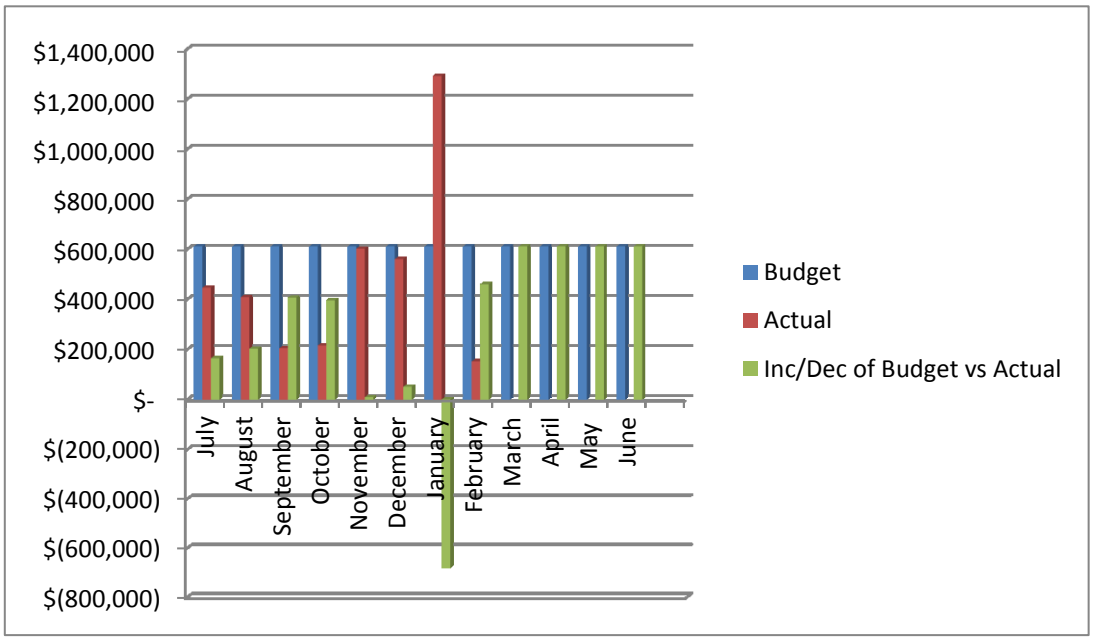
	Budget	Actual	Inc/Dec of Budget vs Actual	YTD Budget Variance 66%
July	$ 94,856	$ 99,342	$ (4,486)	104.7%
August	$ 94,856	$ 56,248	$ 38,608	59.3%
September	$ 94,856	$ 77,618	$ 17,238	81.8%
October	$ 94,856	$ 77,447	$ 17,410	81.6%
November	$ 94,856	$ 84,993	$ 9,863	89.6%
December	$ 94,856	$ 63,440	$ 31,417	66.9%
January	$ 94,856	$ 105,133	$ (10,276)	110.8%
February	$ 94,856	$ 57,475	$ 37,381	60.6%
March	$ 94,856		$ 94,856	0.0%
April	$ 94,856		$ 94,856	0.0%
May	$ 94,856		$ 94,856	0.0%
June	$ 94,856		$ 94,856	0.0%
	$ 1,138,276	**$ 621,696**		**54.6%**

MONTHLY BOARD REPORT

FY2014 (July 1, 2013 to June 30, 2014)

Operating Expense Summary

Year to Date Budget Variance 66%



Budget to Actual FY2014
($ thousands)

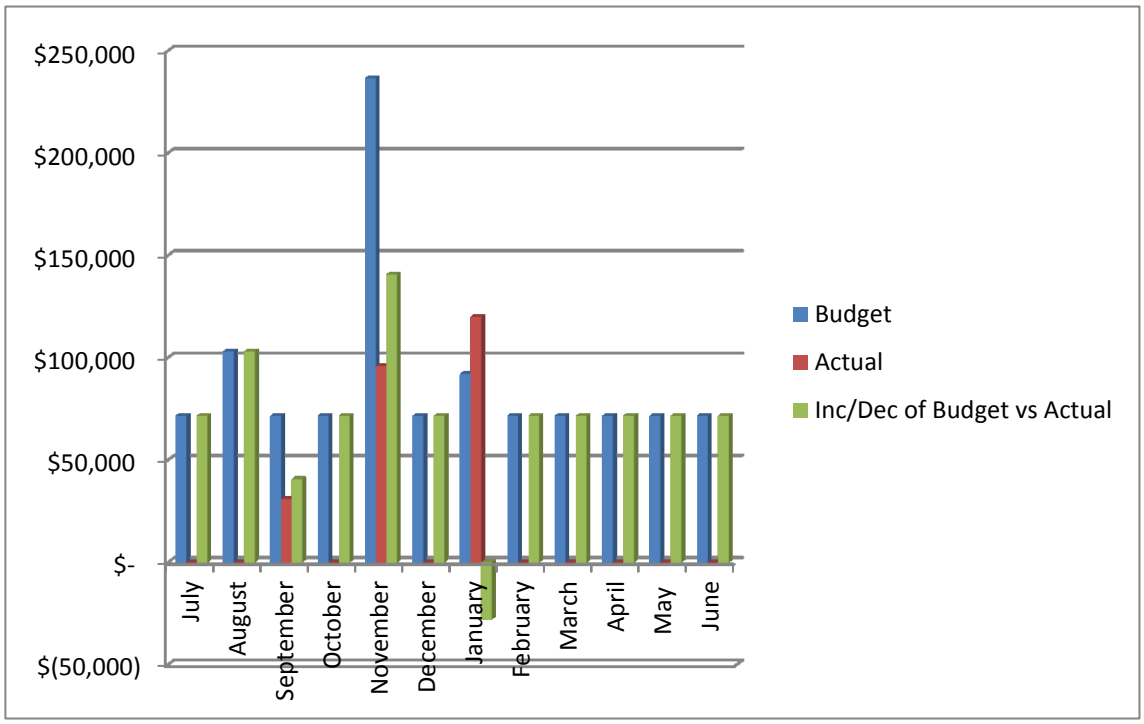
	Budget	Actual	Inc/Dec of Budget vs Actual	YTD Budget Variance 66%
July	$ 611,224	$ 446,665	$ 164,559	73.1%
August	$ 611,224	$ 408,580	$ 202,644	66.8%
September	$ 611,224	$ 204,531	$ 406,693	33.5%
October	$ 611,224	$ 215,480	$ 395,744	35.3%
November	$ 611,224	$ 602,294	$ 8,930	98.5%
December	$ 611,224	$ 560,488	$ 50,737	91.7%
January	$ 611,224	$ 1,292,016	$ (680,792)	211.4%
February	$ 611,224	$ 151,884	$ 459,340	24.8%
March	$ 611,224		$ 611,224	0.0%
April	$ 611,224		$ 611,224	0.0%
May	$ 611,224		$ 611,224	0.0%
June	$ 611,224		611,224.00	0.0%
	$ 7,334,688	**$ 3,881,938**		**52.9%**

MONTHLY BOARD REPORT

FY2014 (July 1, 2013 to June 30, 2014)

Capital Expense Summary

Year to Date Budget Variance 66%



Budget to Actual FY2014
($ thousands)

	Budget	Actual	Inc/Dec of Budget vs Actual	YTD Budget Variance 66%
July	$ 71,583	$ -	$ 71,583	0%
August	$ 103,077	$ -	$ 103,077	0%
September	$ 71,583	$ 30,974	$ 40,609	43%
October	$ 71,583	$ -	$ 71,583	0%
November	$ 236,583	$ 95,949	$ 140,634	41%
December	$ 71,583	$ -	$ 71,583	0%
January	$ 92,083	$ 119,937	$ (27,853)	130%
February	$ 71,583	$ -	$ 71,583	0%
March	$ 71,583	$ -	$ 71,583	0%
April	$ 71,583	$ -	$ 71,583	0%
May	$ 71,583	$ -	$ 71,583	0%
June	$ 71,583	$ -	$ 71,583	0%
	$ 1,075,994	**$ 246,860**		**22.9%**

EXECUTIVE REPORT

February 2014

EXECUTIVE

- Met with City of Espanola planning director and attended City Espanola city council meeting regarding reimbursement agreement.
- Drafted letter to Town Manager Oscar Rodriguez regarding service delivery and duplication between Chile Line and RTD. Awaiting response.
- Meet with Staff and ITS Contractor.
- Met with Jeff Romero, Stoven Contractor's and staff regarding compliance with annual warranty for remaining landscape issues.
- Attended NMPTA Board of Directors meeting.
- Continued submittal of materials for LFC Program Report.
- Attended Santa Fe MPO Technical Committee Meeting.
- Reviewed draft ADA and Complementary Para Transit policy amendments with staff.
- Represented the District and NPTA at Transportation Day at the State Legislature.
- Implemented investment of funds with various banks in Albuquerque and Santa Fe.
- Finalized review of Facilities Conceptual and Schematic Design with Engineering Consultant and staff.
- Prepared talking points for Executive Director's meeting in DC with federal legislative representatives.
- Addressed request for service by Representative Lucky Varela for service to Pecos.
- Continued design and implementation of customer service initiative, including survey design and establishment of agenda for meetings.
- Continued meetings and discussions with Consultant and Staff on service plan update and finalization of plan.
- Completed annual performance evaluations of several staff and commenced process for annual reviews of additional staff members.
- Met with Los Alamos Airport Manager Peter Soderquist regarding transit service to airport.
- Participated in conference call with FTA and staff regarding Tribal Funding through MAP 21.
- Attended meeting with tribal entities regarding service plan modifications to pueblos.
- Meet with Attorney and Staff regarding various legal issues and associated documents.
- Prepared Board and Finance Subcommittee meeting materials.
- Met weekly with Board Chair Barrone on various issues.
- Continued review, revision and creation of various NCRTD policies.
- Maintained continuous communication with board members, subcommittee members, and Chair.

- Attendance at various NCRTD staff and subcommittee meetings, including Board, Finance and Tribal subcommittees meeting.
- Addressed a variety of employee human resources issues and prepared memorandums to document district actions.

MARKETING/PUBLIC INFORMATION

- Collaborated with the APTA Marketing and Communications Task Force to update the template for Crisis Communications Plans that APTA will provide to marketing and communications professionals nationally to assist them in developing their internal Crisis Communications Plan.
- Attended the APTA Marketing and Communications Workshop February 23 – 26 in New Orleans. While there met with three systems that have launched, or are in the process of launching AVL with Avail.
- Participated in Transportation Day at the State Legislature which was hosted by the NMDOT on February 14.
- Provided re-write of Rider Conduct Policy to make it more customer service friendly.
- Launched a Google Translate option on our website that will translate the site into over 80 international languages.
- Wrote and disseminated rider alert that we would be operating on a normal schedule on President's Day.
- During the month, met with Pat Gonzales of KSWV and Isabel Pena of KTOA.
- Participated in an Adobe Acrobat XI top features webinar on February 13.
- Launched a radio advertising campaign with Hutton Broadcasting on 2/17 to be broadcast on KBAC – Radio Free Santa Fe. The six-week program will include 180 30-second spots to run through 4/20.
- A ¼ page ad ran in the February issue of Round the Roundhouse while the Legislature was in session.
- Provided various updates to ncrtd.org throughout the month.
- Santa Fe New Mexican ran ads ran February 14 and 19.
- KDCE – 950 AM radio in Espanola, :30 sec radio spot and sponsorship of the 7:30 AM news ran 17 days in February excluding Saturdays and Sundays.
- KSWV 810-AM in Santa Fe, :30 sec spot ran 20 times in February as well as 30 :20 sec promos announcing RTD sponsorship of the NM Trivia question of the day during the 7:30 AM ½ hour.
- KTAOS 101.9 FM in Taos, 14 :30 sec radio spots ran each week in February.
- Two ads ran in February in the Rio Grande Sun, Los Alamos Monitor and the Taos News.
- Green Fire Times – ¼ page ad ran in the February issue.
- Chama Valley Times ¼ page ad ran in February issue.

SERVICE DEVELOPMENT

- January 2014 5311 Ridership Report
- Participated in the Employee Recognition Committee
- Represented the NCRTD at the NPRPO monthly meeting at Taos County
- AVL/CAD project work including:

    - Continued schedule data entry, MyAvail, DataPoint
    - Biweekly con-calls to discuss progress
    - Ongoing training and teambuilding throughout organization
- Maintenance Facility Conceptual Design project work including:
    - Draft program design and facility report reviewed internally, comments sent to Huitt-Zollars
    - Final review of revised draft program design of maintenance facility and facility site plan
- Continued internal discussions about service duplication with Town of Taos and Chile Line; UNM and Taos Express routes discussed; general route duplication discussed; potential service to Indian Health Services in Taos Pueblo discussed; Taos Express and Chile Line budget requested, awaiting response
- Based upon Board direction provided at February Board meeting, continued refinement of 5 Year Service Plan Update and proposed route modifications
- Facilitated Tribal transit service-specific discussion to ensure community needs are met
- Continued work on requested service to Ski Santa Fe and SFNF, including addressing public feedback regarding need, creating funding scenarios, and following up with stakeholders
- Met with Taos County Public Works regarding the implementation of a new bus stop to serve the San Cristobal community, County willing to assist in preparation of area for stop implementation on NM-522 at MM 11.2
- Relocation of Velarde bus stop planned to occur March 2014. Easement agreement has been signed by the owner of Mike's MiniMart and filed in Rio Arriba County; bus stop utility-located; signage designed and ordered for Park & Ride option
- FTA Title VI questionnaire accepted by NMDOT, is being brought to Board for approval in March; upon Board approval, final Title VI Plan will be submitted to NMDOT
    - Continued work with FTA regarding FFY13 NTD RU-22 Tribal reports; concall with FTA validation team, awaiting FTA decision as to how to report funding information; FTA granted second report deadline extension to March 31; Nambé NTD ID requested
    - Participation in NMDOT workgroup regarding the 2040 Statewide Long Range Multimodal Transportation Plan (SLRP), specifically addressing mobility, connectivity, and accessibility
    - Assisted the PIO in promoting the NCRTD at Transportation Day at the State Legislature
    - Submittal of "Agreement Request Form" to NMDOT regarding TAP funding, awaiting further direction

- Met with Chris Urioste of NMDOT District 5 to discuss ADA improvements on Riverside and the incorporation on a bus cut out on Riverside in front of the NCRTD building
- Spoke with Bob Mayo regarding customer service
- Attended webinar on "Transit Supportive Communities"
- Participated in a webinar regarding updates in NTD and rural reporting
- Successfully completed a two-day grant writing workshop (sponsored by NMLTAP)
- Met with Operations to discuss ADA/Par transit Policy, provided feedback

OPERATIONS

- Presented to the Board the sustainability plan for the District;
- Prepared on the Sustainable Committee Charter for Board approval in March
- Continue to work on Transit Plan with the management team and KFH Tech Memo 5 and Transit Plan Summary;
- Work with Avail Technologies and NCRTD staff on the Intelligent Transportation Systems implementation process;
- Worked with Projects and Grant Specialist meeting with Town of Taos to discuss overlapping services;
- Working in part with the Customer Service trainer for new customer service program for the District;
- Met with management team working on Maintenance Facility Design Plans;
- Worked with management team preparing the ADA policies revisions for new services outlined in the Transit Service Plan.

Performance Measures

for

Fiscal Year 2014

January 2014

Performance Measures for Fiscal Year 2014

The performance measures that were developed are designed to provide data that can be evaluated in a logical manner. It allows the District to identify areas in which its performance may need to be improved and to understand the characteristics and factors that impact that performance. In addition, to the extent feasible a peer comparison or a benchmark has been included as available or appropriate. This performance data is important since many times the District's costs, efficiencies and productivity is not measured against any benchmark or standard or attempts are made to compare it against systems that bear no similarities in mission, complexity or service area. Therefore, the data presented should provide some context in which to assess the District and its efforts to deliver services based upon its mission, goals and objectives."
The report data collected is grouped into 3 areas: Administrative, Fleet and Customer Related:

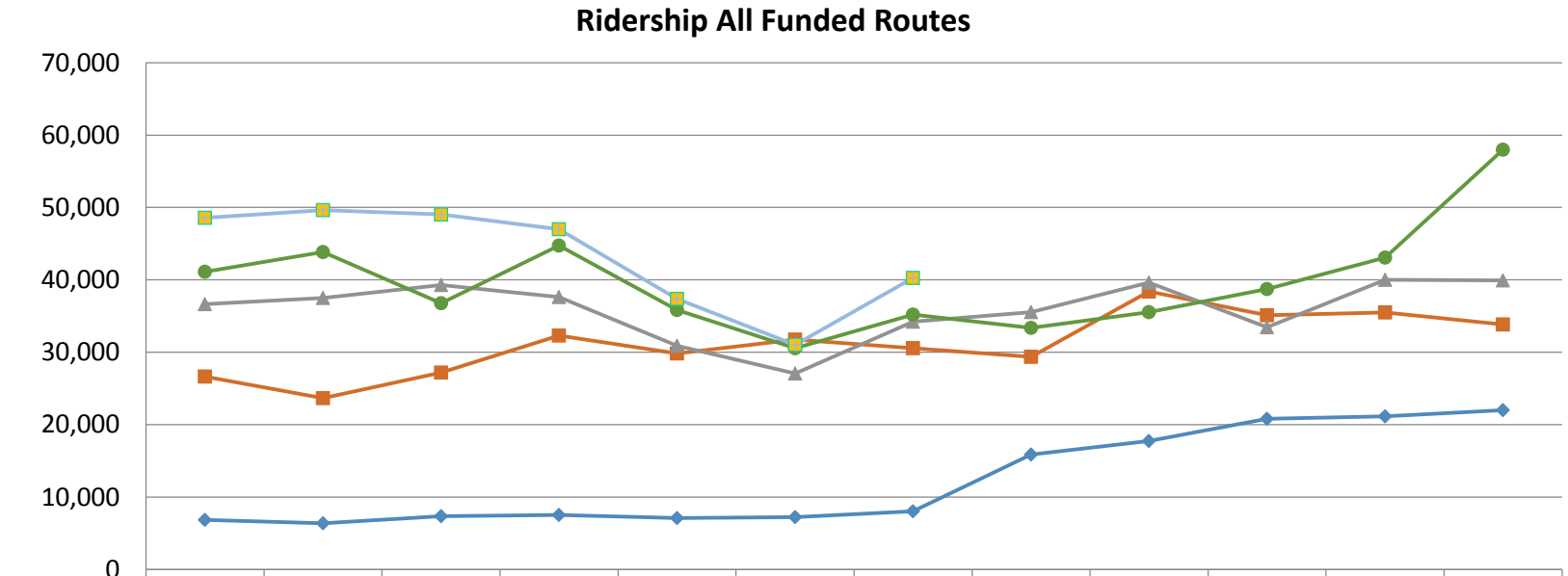
1. **Administrative:**
   - **A. Ridership, All Funded Routes**
   - **B. Ridership, NCRTD Operated Routes**
   - **C. Monthly Expenditures**
   - **D. Cost Per Mile**
   - **E. Cost Per Trip**
2. **Fleet:**
   - **A. Vehicle Back Up Ratio**
   - **B. Average Vehicle Age**
   - **C. Percentage of "On-Time" PM / Inspections**
   - **C. Accidents, Major/Minor Tracking**
3. **Customer Relations:**
   - **A. Complaints**
   - **B. Incidents**

The In-state/local comparable is Sandoval/Valencia Counties which are operated by the Rio Metro Regional Transit District. This benchmark/peer entity was chosen since they are within New Mexico and somewhat similar to rural transit service. The FTA benchmarking data used originates from the Rural Transit Fact Book 2013. The data is for 2011 in FTA Region 6, rural providers which includes New Mexico, Texas, Oklahoma, Arkansas and Louisiana.

Performance Measure - Administrative:

Ridership Tracking of All NCRTD Funded Routes

Tracking ridership is the #1 way a public transportation agency can gauge its effectiveness of the service it provides. Ridership data for all routes funded by the NCRTD are collected by City of Santa Fe and Los Alamos County. This data is forwarded and combined with the data from the District's operated routes. These numbers are then compiled into a monthly ridership report. This measurement tracks the number of one way trips taken on all the routes within the district. This graph shows the NCRTD combined total ridership numbers, and compares them each month, identifying any increases or decreases in the number of monthly trips. This also indicates how well the regional district is continuing to address the issue of accessible mobility by routes that are in areas where there is public demand. Sandoval/Valencia counties are used local/in-state comparison benchmark, as they are similar in service but smaller in size: a two county service of the Rio Metro Transit District.

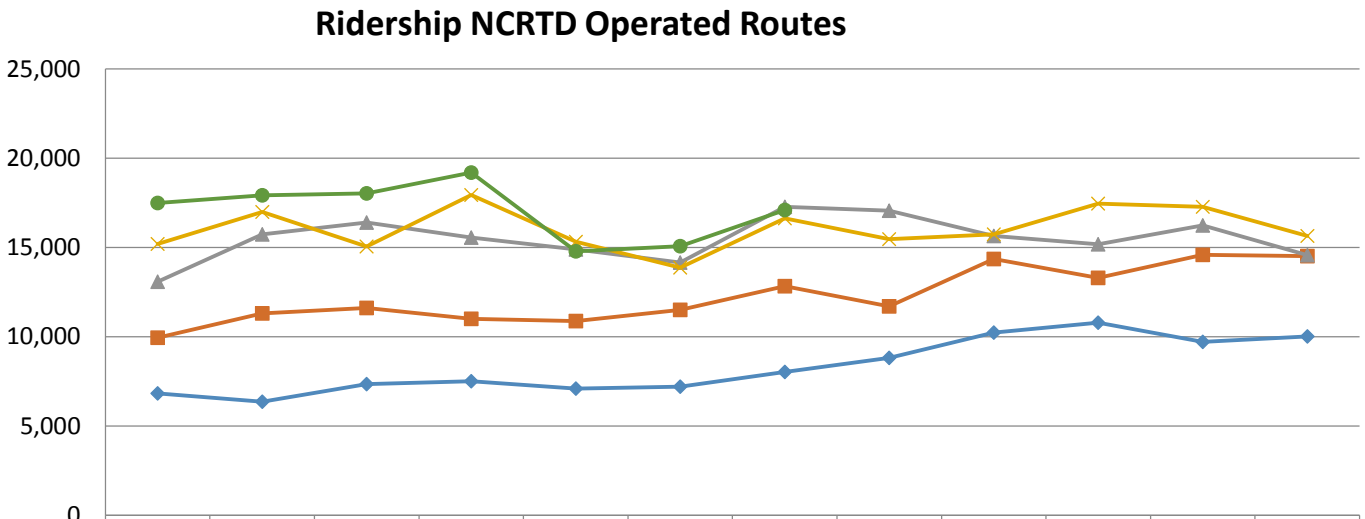


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
FY 09-10	6,830	6,359	7,342	7,514	7,091	7,208	8,026	15,858	17,731	20,820	21,152	22,011
FY 10-11	26,655	23,679	27,202	32,325	29,835	31,743	30,570	29,368	38,395	35,114	35,480	33,845
FY 11-12	36,666	37,522	39,298	37,650	30,923	27,051	34,236	35,541	39,611	33,474	40,027	39,942
FY 12-13	41,135	43,836	36,784	44,720	35,825	30,576	35,214	33,352	35,549	38,724	43,060	57,985
FY 13-14	48,552	49,624	49,034	46,976	37,369	31,047	40,279					

Performance Measure - Administrative:

Ridership Tracking of NCRTD Operated Routes

This ridership data is collected by the NCRTD drivers for all routes operated by the District. This includes 20 fixed and commuter routes as well as the demand response routes. Totaling the number of one way trips on NCRTD routes, allows staff to evaluate effectiveness and to ensure that the service is reaching areas in the district that have high demand for accessible mobility. Sandoval/Valencia counties were selected as a local/in-state comparison benchmark.

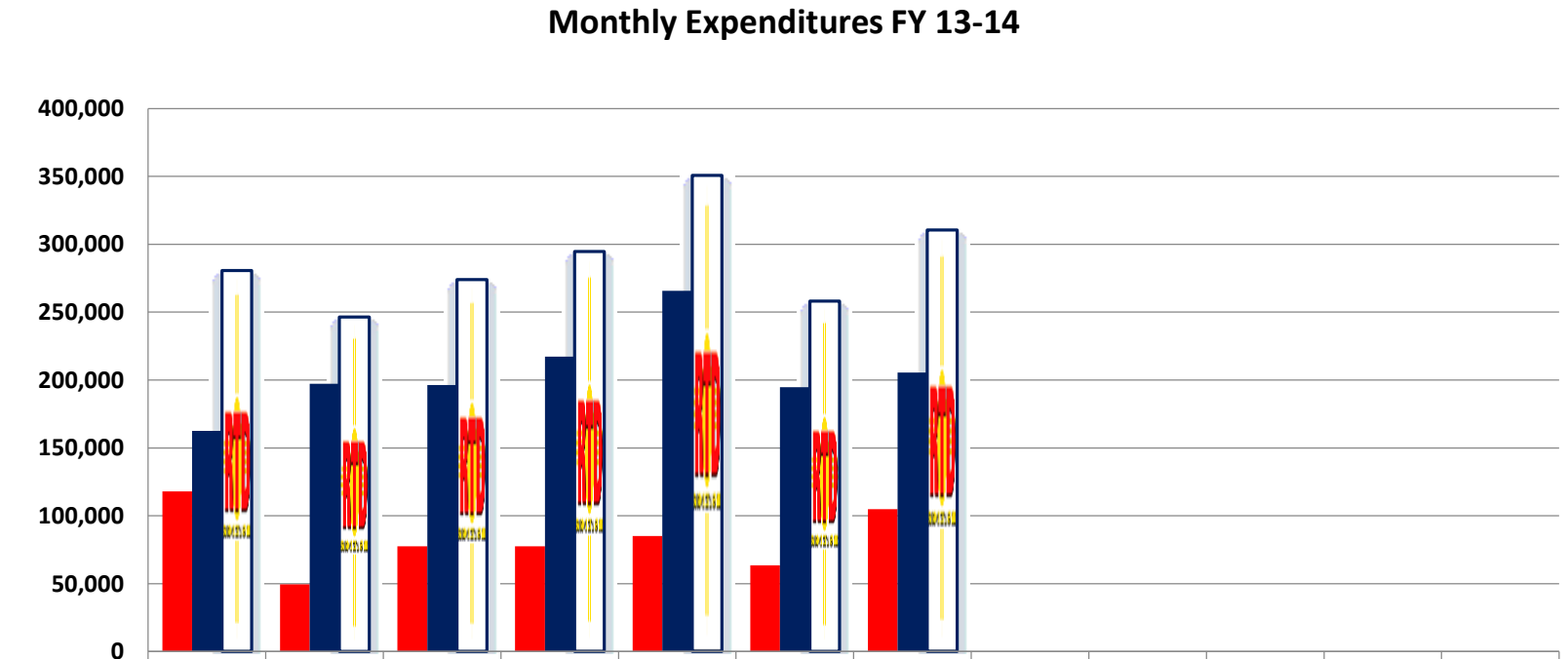


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
FY 09-10	6,830	6,359	7,342	7,514	7,091	7,208	8,026	8,817	10,230	10,782	9,712	10,022
FY 10-11	9,942	11,300	11,614	11,011	10,885	11,504	12,824	11,709	14,356	13,299	14,586	14,516
FY 11-12	13,081	15,739	16,397	15,567	14,886	14,167	17,274	17,071	15,650	15,178	16,244	14,573
FY 12-13	15,200	16,995	15,052	17,943	15,317	13,872	16,642	15,471	15,729	17,465	17,285	15,653
FY 13-14	17,504	17,934	18,033	19,205	14,792	15,069	17,102					

Performance Measure - Administrative:

Monthly Expenditures for Administrative and Operating

The NCRTD's Finance Department provides the administrative and operating expenses in a monthly budget status report. It is important to measure the expenditures to maintain a balanced budget, as well as tracking the administrative and operating margins. This data is used in determining the cost per trip and the cost per mile. Tracking the budget and monitoring operational costs allows management to target specific dollar amounts when creating future budgets and requesting federal funding from the NM Department of Transportation.

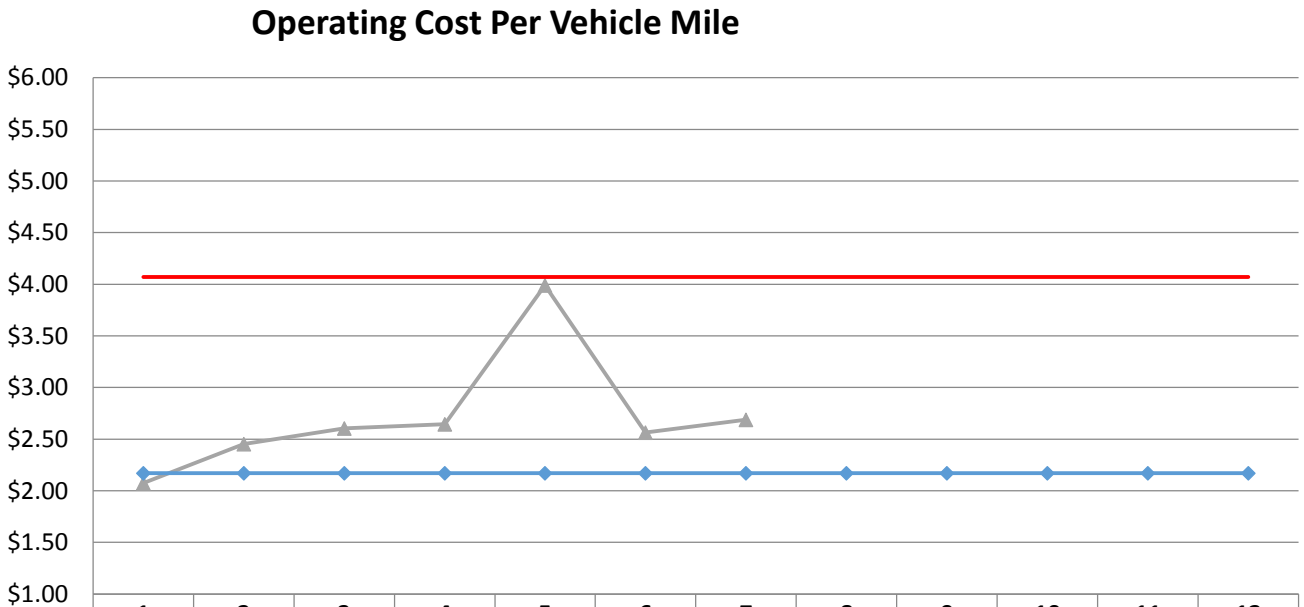


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Admin	$117,982	$49,385	$77,618	$77,461	$84,993	$63,440	$104,883					
Operating	$162,636	$197,128	$196,257	$217,164	$265,685	$194,738	$205,625					
Total	$280,618	$246,513	$273,875	$294,625	$350,678	$258,178	$310,508	$0	$0	$0	$0	$0

Performance Measure - Administrative:

Operational Cost per Vehicle Mile

Cost per vehicle mile is the total operating costs per month in relation to the total vehicle miles per month traveled on NCRTD routes. The mileage data is logged daily for each route and compiled into a monthly report. Monthly operating costs are obtained from the Monthly Expenditures (chart above) and the number of miles travelled for NCRTD operated routes. As a cost efficiency measure, operating costs per vehicle mile assesses the financial resources needed for the District's route operations. This measurement is a beneficial tool for the planning and operation's departments. The NM Department of Transportation uses this as one of their performance measures in the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 funding. This is a management tool to track our cost per mile vs. the amount of budget being spent to operate a particular route as well as collectively for all routes. Sandoval and Valencia counties' annual average are used as a local/in state comparable benchmark, even though their system is smaller than NCRTD. Data from the 2013 Rural Transit Data Fact Book, specifically FTA's District 6 (our district) annual cost per mile is included as a benchmark.

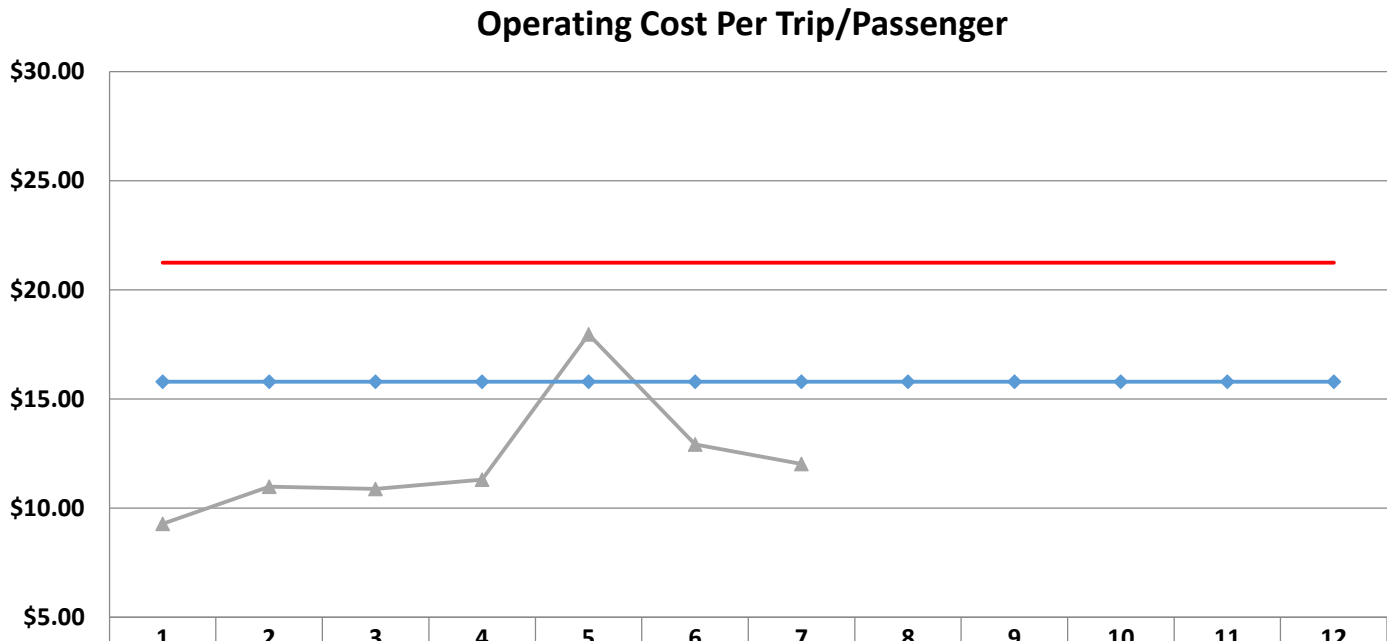


	1	2	3	4	5	6	7	8	9	10	11	12
Monthly Cost per Mile	$2.08	$2.45	$2.60	$2.64	$3.99	$2.56	$2.69					
Sandoval/Valencia	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07	$4.07
Region 6 Total Cost Per Mile	$2.17	$2.17	$2.17	$2.17	$2.17	$2.17	$2.17	$2.17	$2.17	$2.17	$2.17	$2.17

Performance Measure - Administrative:

Operating Cost per Trip

When transit data is collected, passengers, riders and rides are counted and referred to as “trips.” One passenger can generate several trips in a day, and these are counted individually. Example, a particular rider may board in Questa (1 trip) and transfer to the Taos to Espanola bus (1 trip) and again transfer to the Santa Fe bus in Espanola (1 trip) for a total of three trips. The cost per trip is computed on a monthly basis by dividing the monthly operating costs from the Monthly Expenditures (chart above), by the total monthly number of trips (ridership). NM Department of Transportation uses this as one of their performance measures to the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 funding. This is a management tool to track our cost per trip vs. the amount of budget being spent to operate a particular route as well as collectively for all routes. Sandoval and Valencia counties’ annual average are used as a local/in state comparable benchmark, even though their system is smaller than the NCRTD. Data from the 2013 Rural Transit Data Fact Book, specifically FTA’s District 6 (our district) annual cost per trip is included as a benchmark.

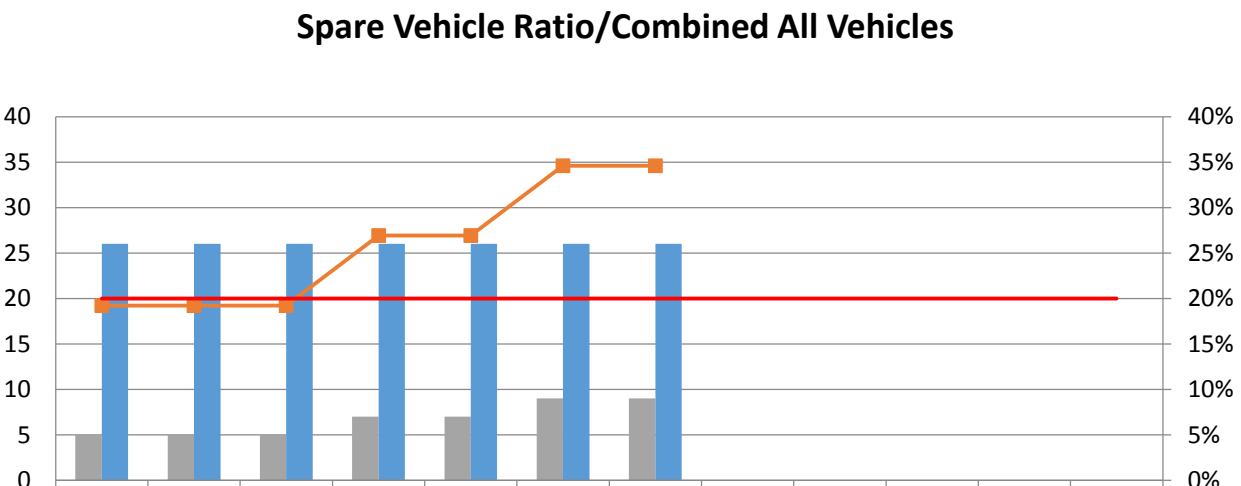


	1	2	3	4	5	6	7	8	9	10	11	12
Monthly Cost per Trip	$9.29	$10.99	$10.88	$11.31	$17.96	$12.92	$12.02					
Sandoval/Valencia	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24	$21.24
Region 6 Total Cost Per Trip	$15.79	$15.79	$15.79	$15.79	$15.79	$15.79	$15.79	$15.79	$15.79	$15.79	$15.79	$15.79

Performance Measure - Fleet:

Spare Vehicle Ratio/Combined all Vehicles

FTA defines the spare ratio as the percentage of spare vehicles in comparison to the number of vehicles required for annual maximum service. Recommended FTA spare vehicle ratio is 20% for fleets over 50 vehicles. NCRTD's fleet totals 35 and is exempt from this guideline but it is a good benchmark to keep in place. With an annual maximum service of 27 and a backup fleet of 8, the backup ratio is 30%. This higher number is needed and reasonable due to the variety of passenger seating requirements for specific routes throughout the District. These backup vehicles ensure consistent coverage of all routes when vehicles are off line due to routine maintenance or unexpected breakdowns.

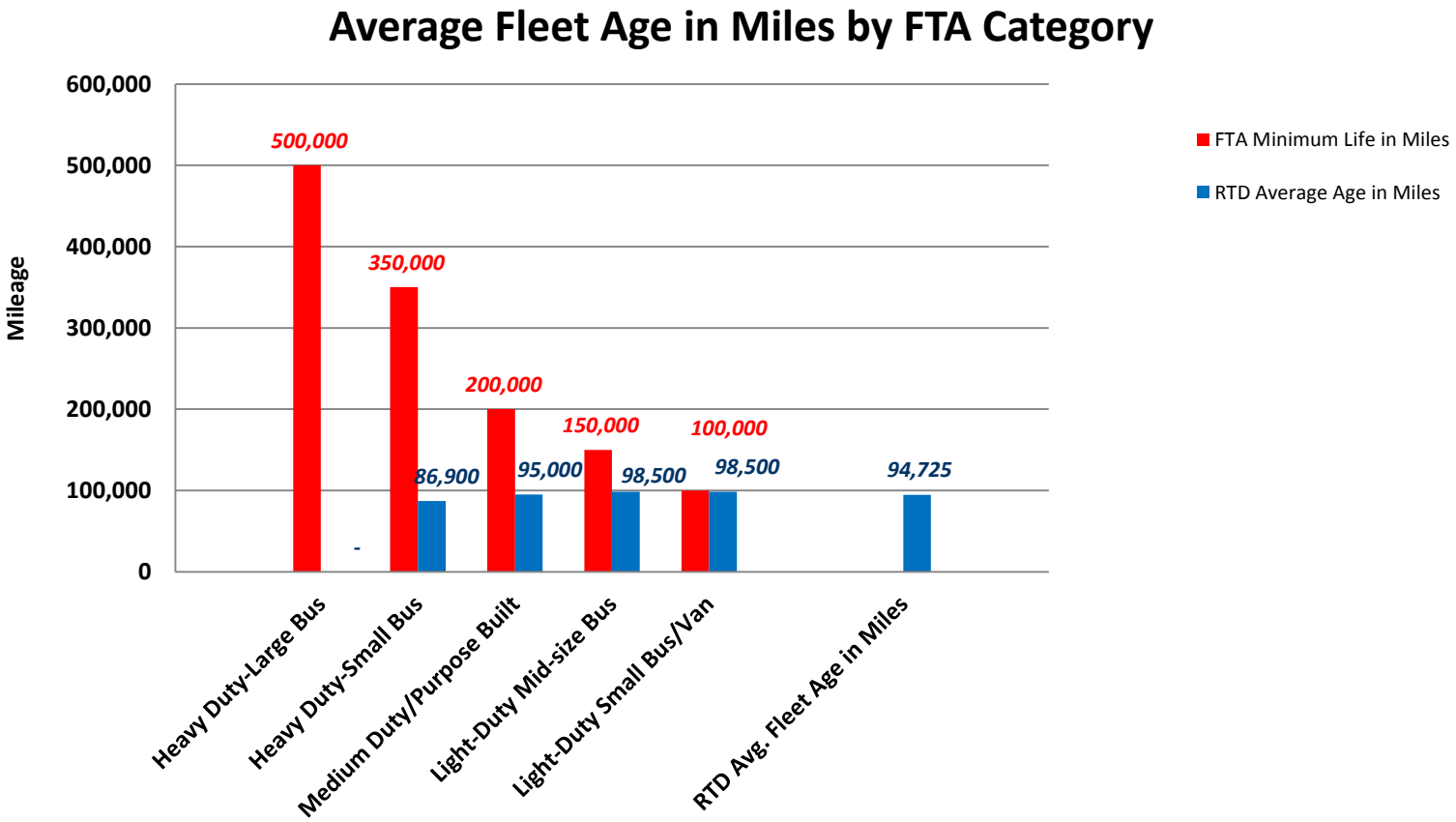


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Spare Vehicles	5	5	5	7	7	9	9					
# Needed to run	26	26	26	26	26	26	26					
Spare Ratio	19.23%	19.23%	19.23%	26.92%	26.92%	34.62%	34.62%					
Recommended	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%

Performance Measure - Fleet:

Average Fleet Age

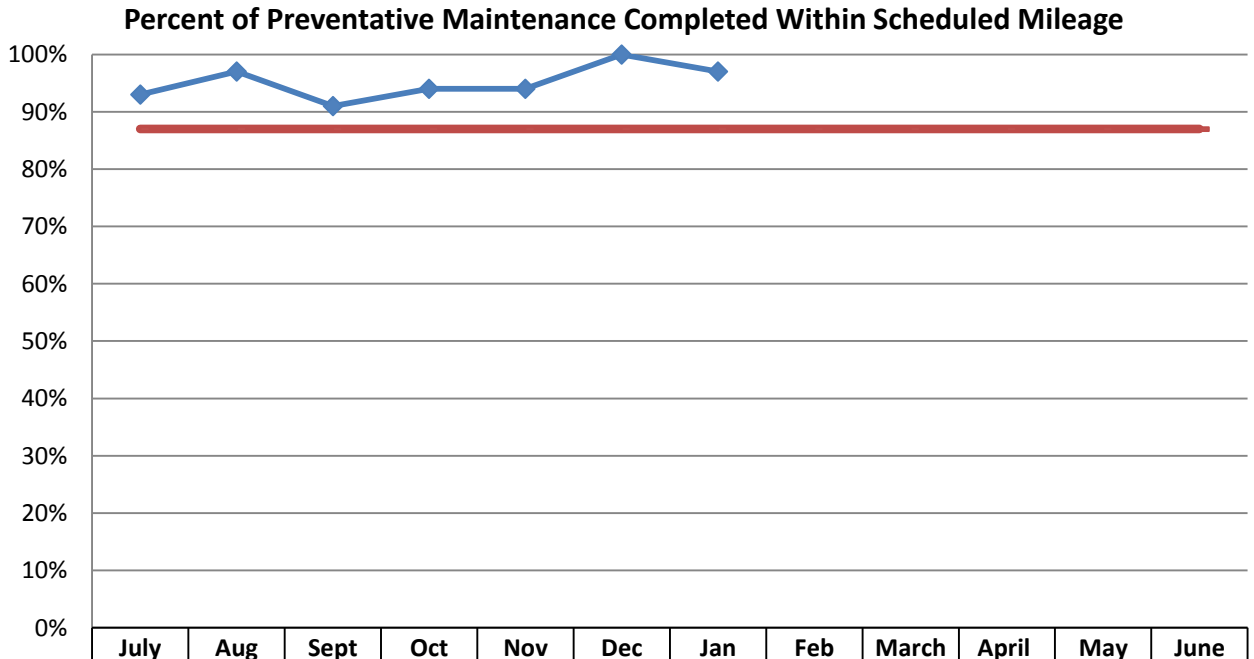
The FTA allows the use of years or mileage to attain usable life. The District uses mileage rather than the year of manufacture because of the large area of the district and the high number of miles traveled on an annual basis. This compares the age of specific kind of vehicles by mileage in accordance to the FTA guidelines. This is useful in fleet replacement planning. The numbers will vary month to month as mileages increase and old vehicles are replaced by new.



Performance Measure - Fleet:

Percentage of "On-Time" PM / Inspections

The federal benchmark for the percentage of "on-time" preventative maintenance (PMs) and inspections for the fleet is 87%. Inspections are required to be conducted within certain mileage timeframe by vehicle manufacturers for the various sizes of vehicles. Manufacturer's recommended maintenance schedules may range in mileage due to the component makeup of a particular vehicle. The FTA recommends they be conducted within the manufacturer's recommended maintenance schedule. However, as a sub recipient of NMDOT we are allowed varied standards as approved by NMDOT. With the variety of sizes and component makeup of District vehicles, we have determined and hold to a standard of 5000 mile intervals for the entire fleet. This ensures frequent safety inspections and PM services at reasonable intervals that result in a more dependable and safer fleet. This data is collected and tracked by the Fleet Maintenance Manager.

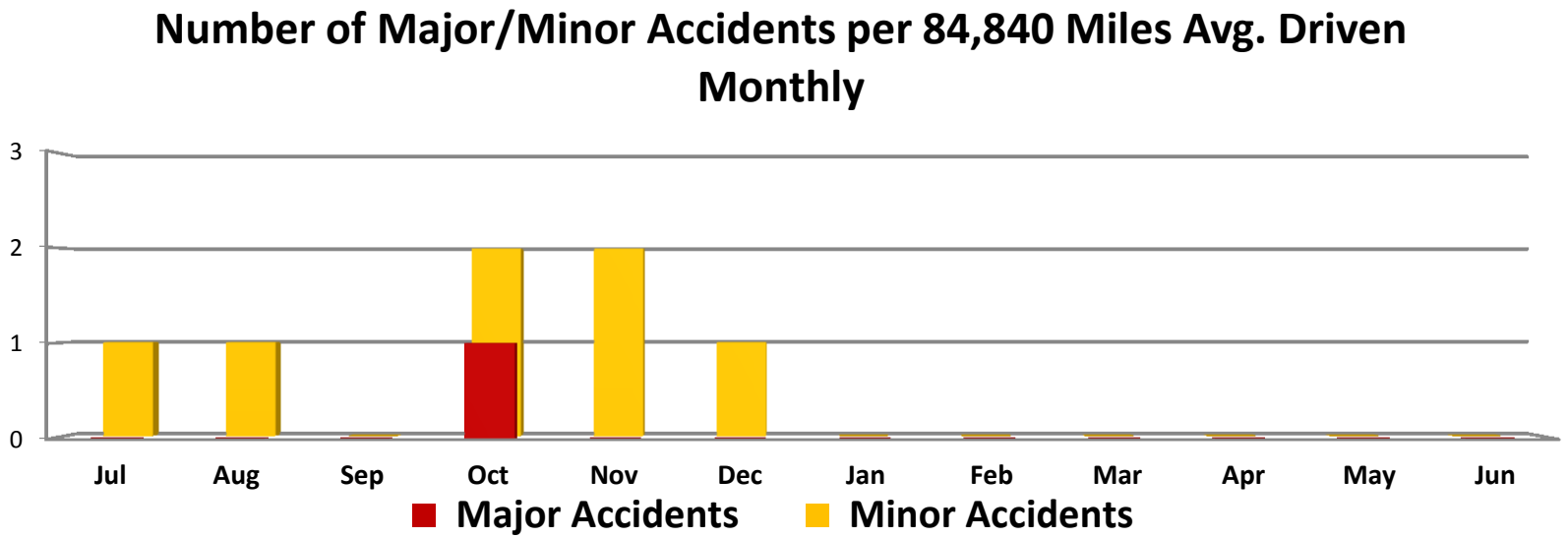


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
FY 13-14 RTD Maintenance	93	97	91	94	94	100	97					
FTA Recommendation	87	87	87	87	87	87	87	87	87	87	87	87

Performance Measure - Fleet:

Accidents per Month

This measurement shows us how many accidents occur within a month and to what frequency they occur. These are logged as minor or major accidents. A minor accident for example, is one where a driver hits a stationary object while backing but there is minimal damage. A major accident is one where there may be significant damage and/or injury, and a FTA Post accident drug screen is required. All accidents are reported to the Operations and Maintenance Manager to decide on what corrective action needs to be taken. There are established internal reporting and follow up procedures. All accidents, major or minor, are investigated and documented, and dealt with accordingly by the operations management team. As a result, disciplinary measures and/or driver re-training may be required by the outcome of the investigation.



Last Minor Accident - December 18, 2013 **Miles Driven since last Minor Accident - 117,160**

Last Major Accident - October 22, 2013 **Miles Driven since last Major Accident - 270,680**

Performance Measure – Customer Relations:

Complaints per Month

This performance tracks monthly the number and type of complaints received by the Operations Division of the NCRTD. The complaints are received by the Operations and Maintenance Manager. These are categorize by the type of complaint, and evaluated as to the seriousness of the complaint and whether or not a course of action needs to be taken, i.e. driver reprimand, driver retraining, vehicle maintenance, etc. This measure is intended to measure the percentage of complaints versus the total ridership for the month. Driver performance can be graded and we can see if more drivers training needs to be scheduled for particular drivers. Customers also have complained about routes, stops, dispatch, bus cleanliness and other various categories.

1. A passenger complained the Chama bus was not running on time early and late at the T.A. stop. Supervisor discussed consistency with driver.
2. Mae requested connection information from Taos to Santa Fe. Was unhappy with current schedule and became angry and swore a CSR on the phone. CSR kept composure and tried giving other options for connections.
3. Man complained bus did not stop but pulled out in front of him and was speeding. Review of recordings did not sustain complaint discussed safe driving with driver.
4. Parent complained students were not picked up in the morning. Found scheduling error on part of CSR. Reviewed with CSRs.
5. Man complained that driver was speeding. Took appropriate actions with driver.
6. Person from Red River left phone message concerned about the proposed service changes. Tried calling back and left message…no call back.

FY 13-14 Number of Complaints

	Total	Schedule Issues	Driver Performance	Against other Passengers	Miscellaneous*	Percent VS Ridership
July	8	1	7			0.05%
August	5	1	4			0.03%
Sept	8	1	5	2		0.04%
Oct	8		8			0.04%
Nov	5	1	4			0.03%
Dec	2		2			0.01%
January	6	2	4			0.04%
Feb						
March						
April						
May						
June						
Total	42	6	34	2		

Performance Measure – Customer Relations:

Customer Incidents

This performance measure calculates the number of customer incidents reported to the Operations and Maintenance Manager on a monthly basis. Customer incidents are any serious occurrence that may have an outcome that could be potentially hazardous to the driver or other passengers. These situations could be anything such as two passengers arguing over something, or a rider threatening a driver, or a non rider harassing a driver for not being on time. It could also be a passenger falling down on the bus, or a passenger stepping in front of the bus as it pulls away from the curb to stop it to get on the bus. This data is collected by the driver writing an incident report and turning it in to the Operations and Maintenance Manager. This is intended to measure the types of situations that arise and how frequently they arise on the various routes of service provided by the NCRTD. This measurement tells us the frequency of incidents versus the number of monthly riders. We can then see if additional training needs to be implemented for the driver to avoid or control incidents that may occur on his route.

1. Man was denied a ride due to over intoxication at the Park & Ride stop. Santa Clara Route
2. Man fell on bus while trying to deboard, due to intoxication. No medical attention requested. Chimayo Route
3. Man was moving about in seat - fell into isle. Two bottles of alcoholic beverage fell out of his coat.. Was taken into the clinic at El Rito. El Rito Route
4. Outside of T.A. man was choking on drink from his Gatorade bottle. Called sheriff-responded and took him to clinic. Chama Route
5. Man wanted driver to turn radio up very loud. Denied due to other passengers on bus. Riverside Route
6. Man deboarded at next stop due to harassing and making inappropriate comments of sexual nature to female passenger. Riverside Route
7. Older man in car at Bodies is always shouting at driver when he sees her and making bad gestures to her. She is not sure why. Chama Route

FY 13-14 Number of Customer Incidents

	Total	Driver-Non Rider	Rider-Rider	Driver-Rider	Rider	% of Ridership
July	9	1		8		0.05%
Aug	5			4	1	0.03%
Sept	8	2		6		0.04%
Oct	12	2	2	8		0.06%
Nov	7			5	2	0.03%
Dec	4			4		0.03%
Jan	7	1	1	2	3	0.04%
Feb	0					
March	0					
April	0					
May	0					
June	0					
Total	52	6	3	37	6	

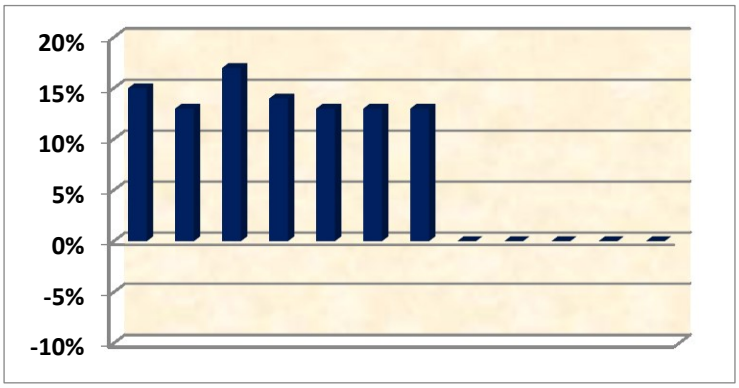
NCRTD Monthly Ridership Summary

January 1, 2014 thru January 31, 2014

Calendar Operating Days

	This Year
Jul-13	21
Aug-13	22
Sep-13	20
Oct-13	22
Nov-13	18
Dec-13	21
Jan-14	21
Feb-14	
Mar-14	
Apr-14	
May-14	
Jun-14	

Total Ridership YTD % Change



Monthly System Totals

	This Year	Last Year	Difference	%Change
NCRTD Operated	17,102	16,642	460	**3%**
NCRTD Funded	23,169	19,235	3,934	**17%**
All Systems Funded Total	40,271	35,877	4,394	**11%**

Year to Date Totals

	This Year	Last Year	Difference	%Change
NCRTD Operated	119,639	110,838	8,801	**7%**
NCRTD Funded	188,507	157,732	30,775	**16%**
All Systems Funded Total	308,146	268,570	39,576	**13%**

System Daily Averages

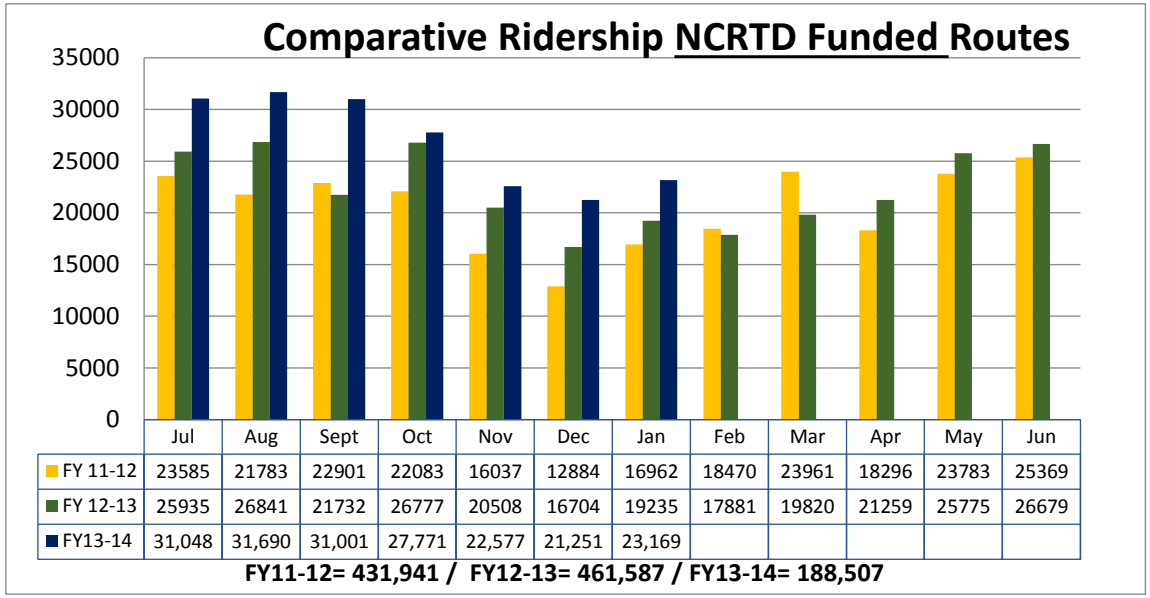
	This Year	Last Year	Difference	% Change
NCRTD Operated	814	792	22	**8%**
NCRTD Funded	1,103	916	187	**17%**
Systems Total	1917	1708	209	**11%**

Total Ridership YTD % Change

July-13	15%
August-13	13%
September-13	17%
October-13	14%
November-13	13%
December-13	13%
January-14	13%

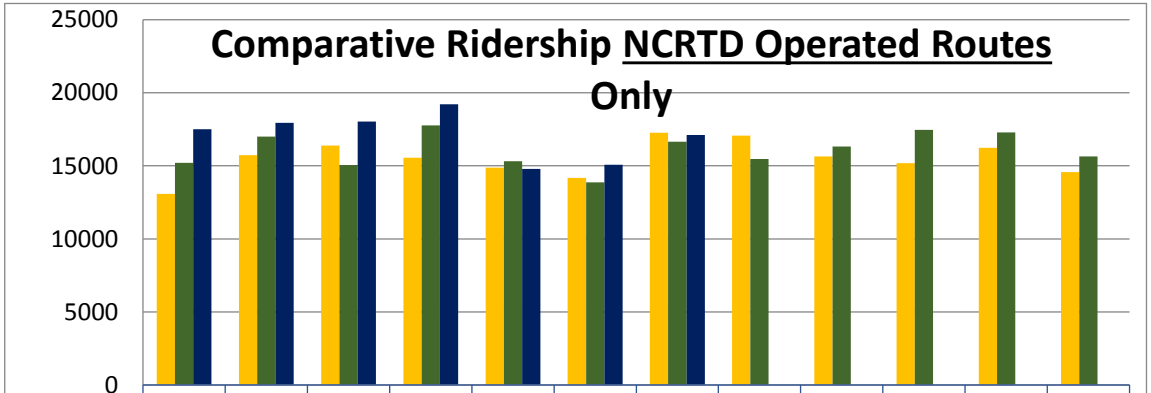
Jan-2014

Ridership Report



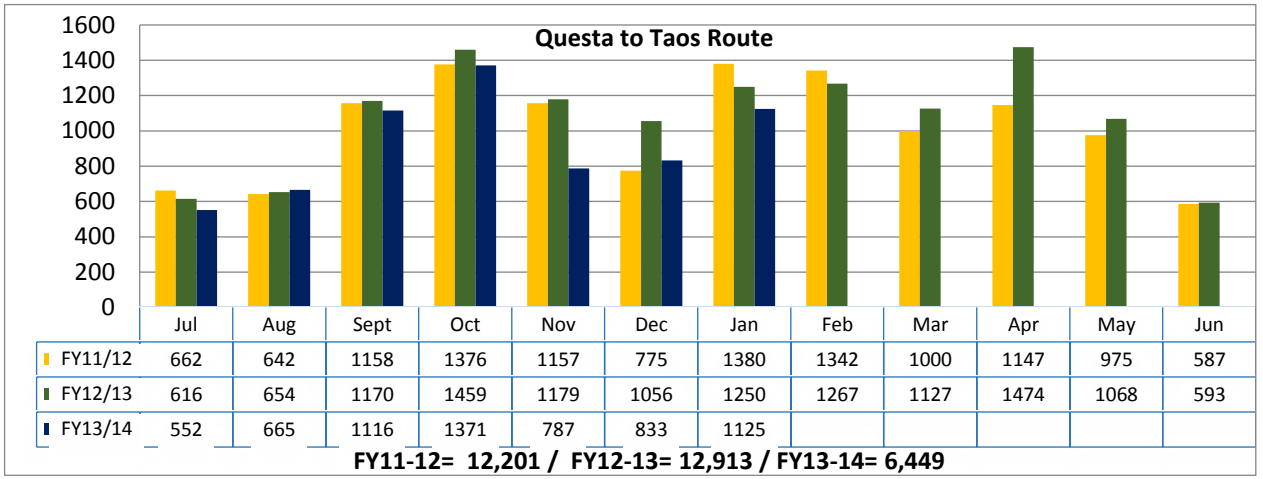
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY 11-12	23585	21783	22901	22083	16037	12884	16962	18470	23961	18296	23783	25369
FY 12-13	25935	26841	21732	26777	20508	16704	19235	17881	19820	21259	25775	26679
FY13-14	31,048	31,690	31,001	27,771	22,577	21,251	23,169					

FY11-12= 431,941 / FY12-13= 461,587 / FY13-14= 188,507



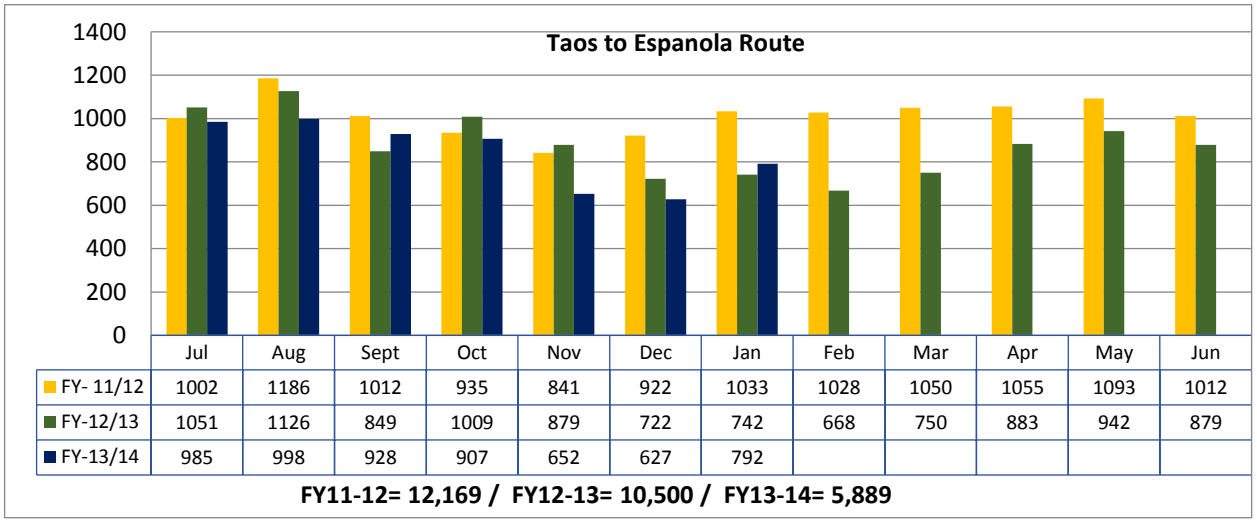
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY 11-12	13081	15739	16397	15567	14886	14167	17274	17071	15650	15178	16244	14573
FY 12-13	15200	16995	15052	17760	15317	13872	16642	15471	16315	17465	17285	15653
FY13-14	17,504	17,934	18,033	19,205	14,792	15,069	17,102					

FY11-12= 185,827 / FY12-13= 193,027 / FY13-14= 119,639



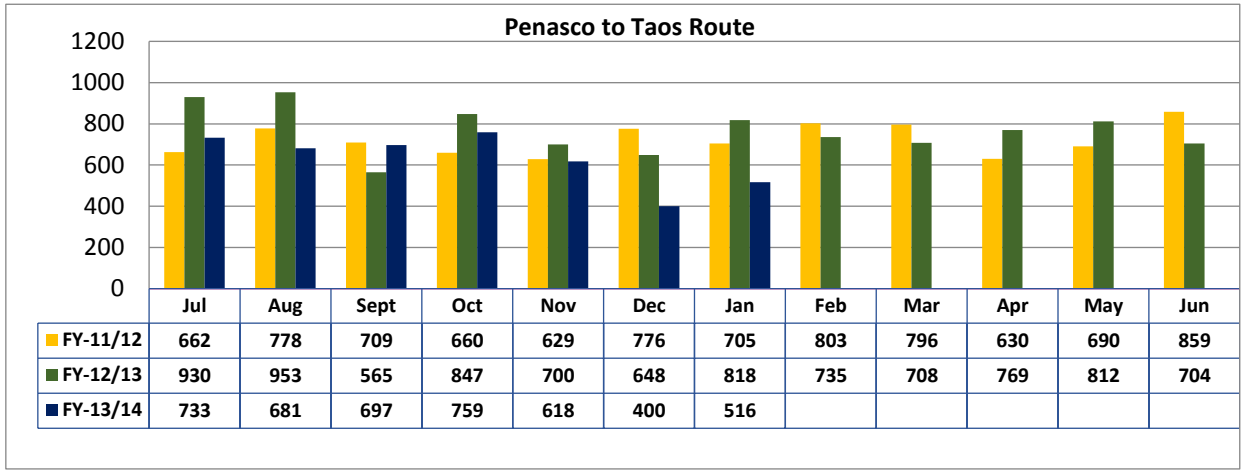
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY11/12	662	642	1158	1376	1157	775	1380	1342	1000	1147	975	587
FY12/13	616	654	1170	1459	1179	1056	1250	1267	1127	1474	1068	593
FY13/14	552	665	1116	1371	787	833	1125					

FY11-12= 12,201 / FY12-13= 12,913 / FY13-14= 6,449

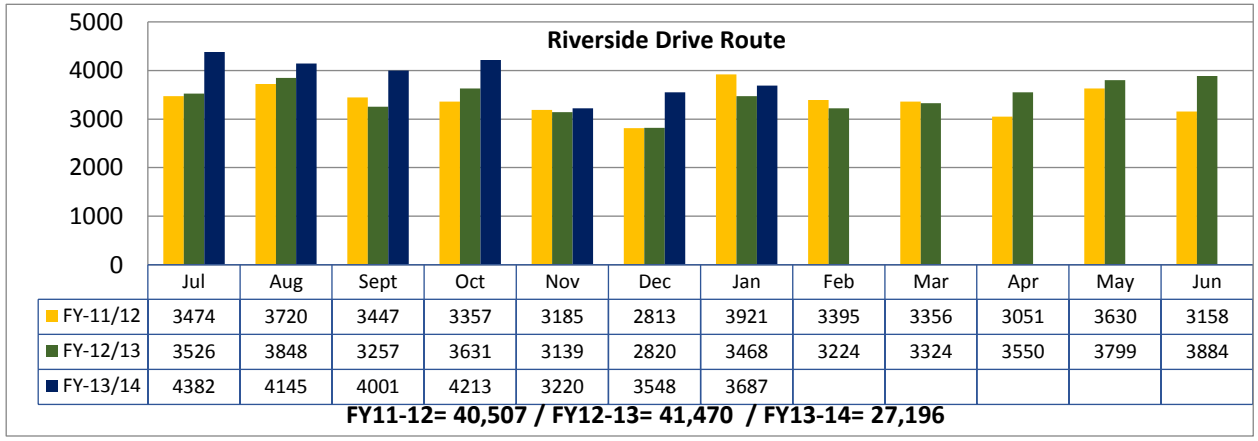


	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY- 11/12	1002	1186	1012	935	841	922	1033	1028	1050	1055	1093	1012
FY-12/13	1051	1126	849	1009	879	722	742	668	750	883	942	879
FY-13/14	985	998	928	907	652	627	792					

FY11-12= 12,169 / FY12-13= 10,500 / FY13-14= 5,889

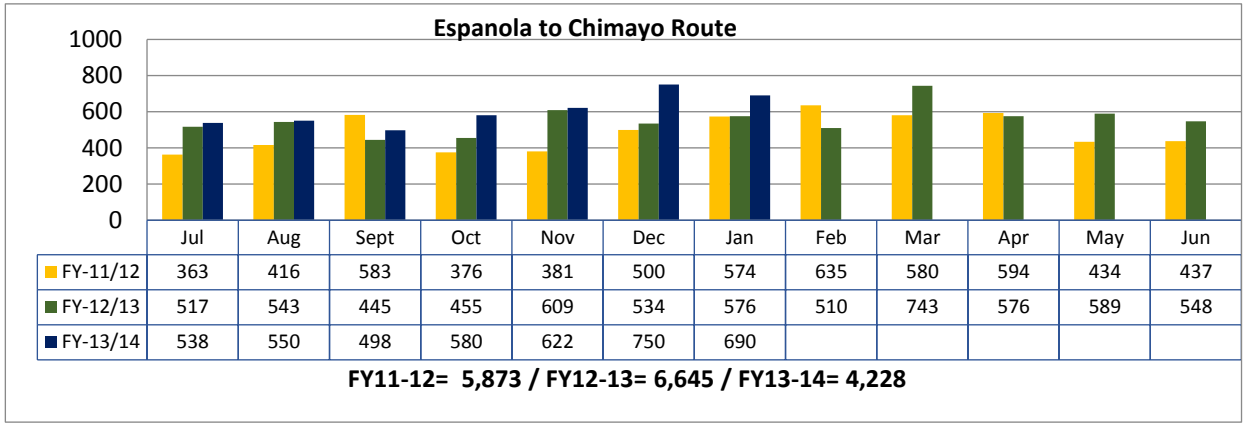


	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	662	778	709	660	629	776	705	803	796	630	690	859
FY-12/13	930	953	565	847	700	648	818	735	708	769	812	704
FY-13/14	733	681	697	759	618	400	516					



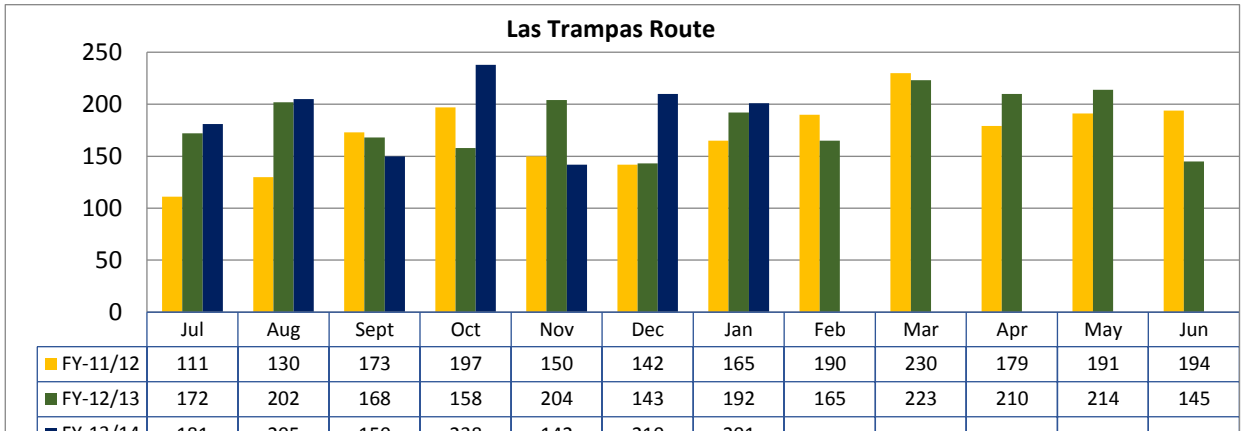
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	3474	3720	3447	3357	3185	2813	3921	3395	3356	3051	3630	3158
FY-12/13	3526	3848	3257	3631	3139	2820	3468	3224	3324	3550	3799	3884
FY-13/14	4382	4145	4001	4213	3220	3548	3687					

FY11-12= 40,507 / FY12-13= 41,470 / FY13-14= 27,196



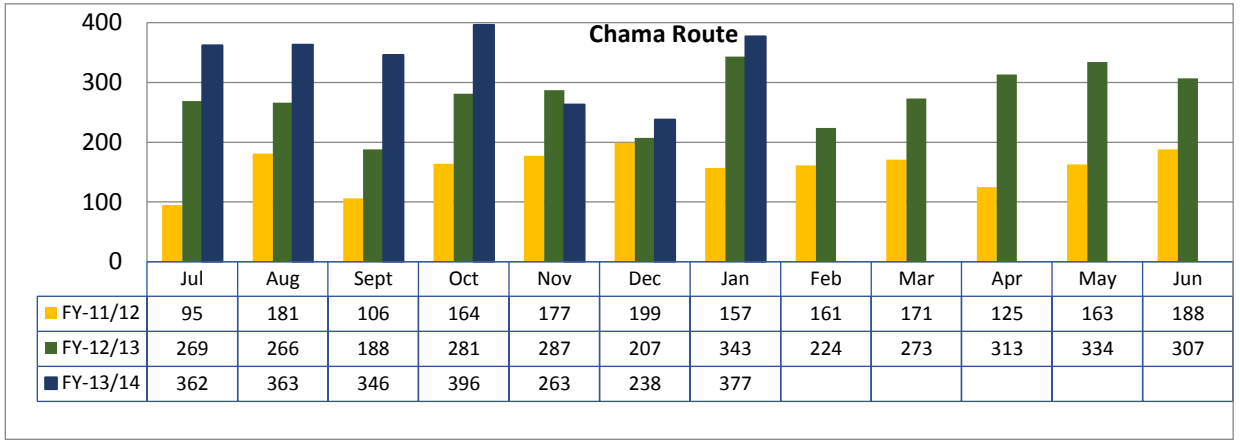
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	363	416	583	376	381	500	574	635	580	594	434	437
FY-12/13	517	543	445	455	609	534	576	510	743	576	589	548
FY-13/14	538	550	498	580	622	750	690					

FY11-12= 5,873 / FY12-13= 6,645 / FY13-14= 4,228

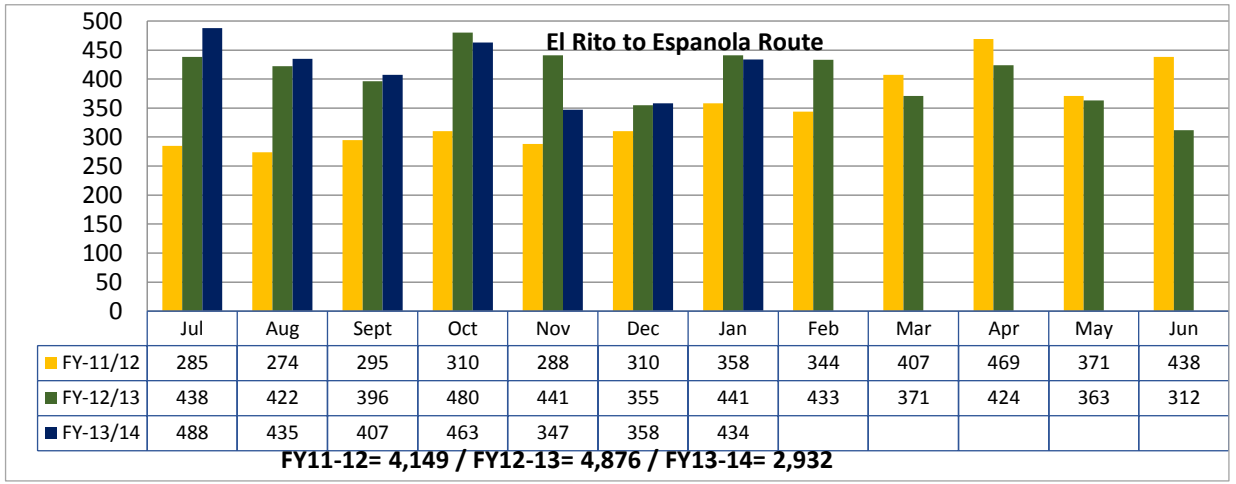


	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	111	130	173	197	150	142	165	190	230	179	191	194
FY-12/13	172	202	168	158	204	143	192	165	223	210	214	145
FY-13/14	181	205	150	238	142	210	201					

FY11-12= 2,052 / FY12-13= 2,196 / FY13-14= 1,327

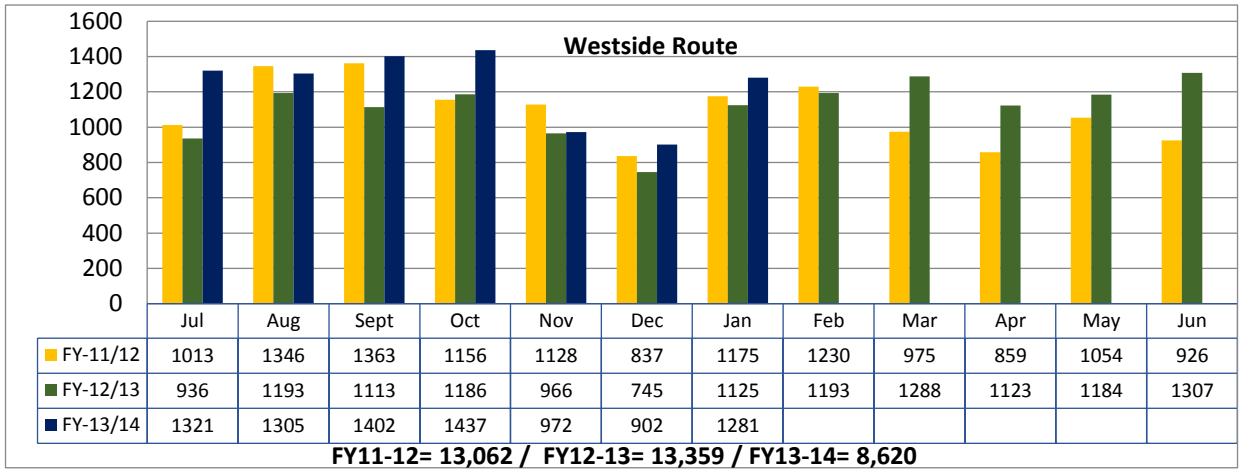


	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	95	181	106	164	177	199	157	161	171	125	163	188
FY-12/13	269	266	188	281	287	207	343	224	273	313	334	307
FY-13/14	362	363	346	396	263	238	377					



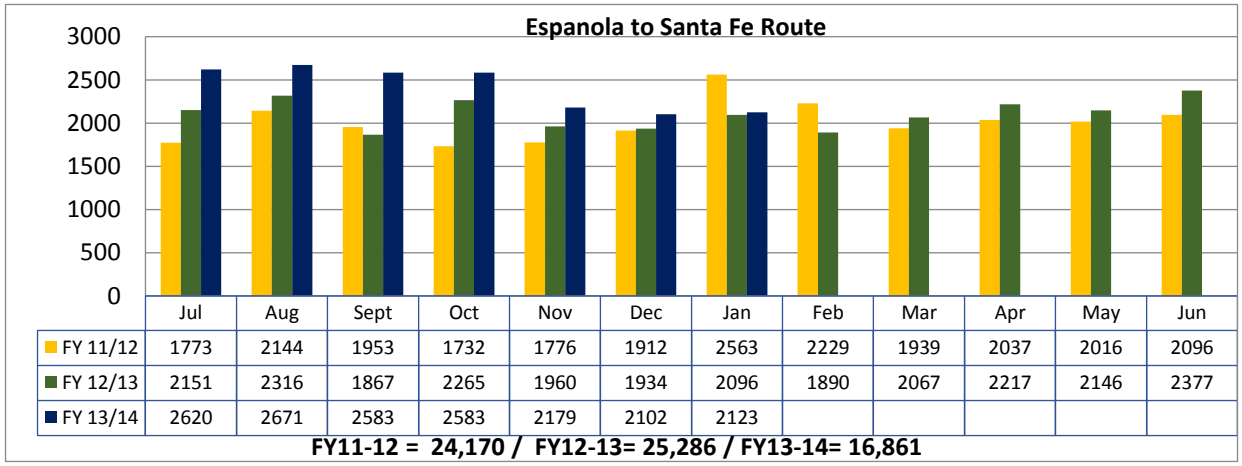
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	285	274	295	310	288	310	358	344	407	469	371	438
FY-12/13	438	422	396	480	441	355	441	433	371	424	363	312
FY-13/14	488	435	407	463	347	358	434					

FY11-12= 4,149 / FY12-13= 4,876 / FY13-14= 2,932



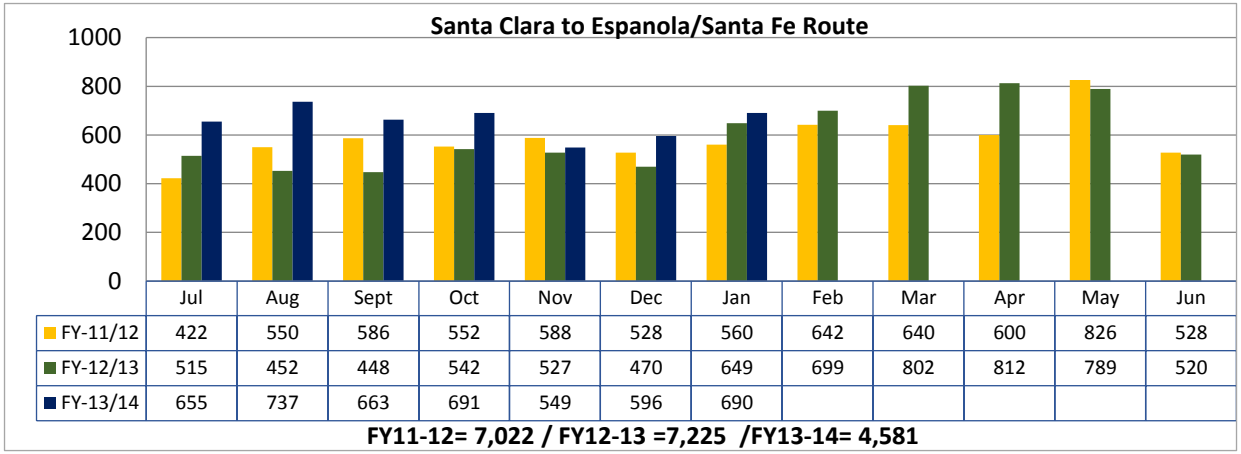
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	1013	1346	1363	1156	1128	837	1175	1230	975	859	1054	926
FY-12/13	936	1193	1113	1186	966	745	1125	1193	1288	1123	1184	1307
FY-13/14	1321	1305	1402	1437	972	902	1281					

FY11-12= 13,062 / FY12-13= 13,359 / FY13-14= 8,620



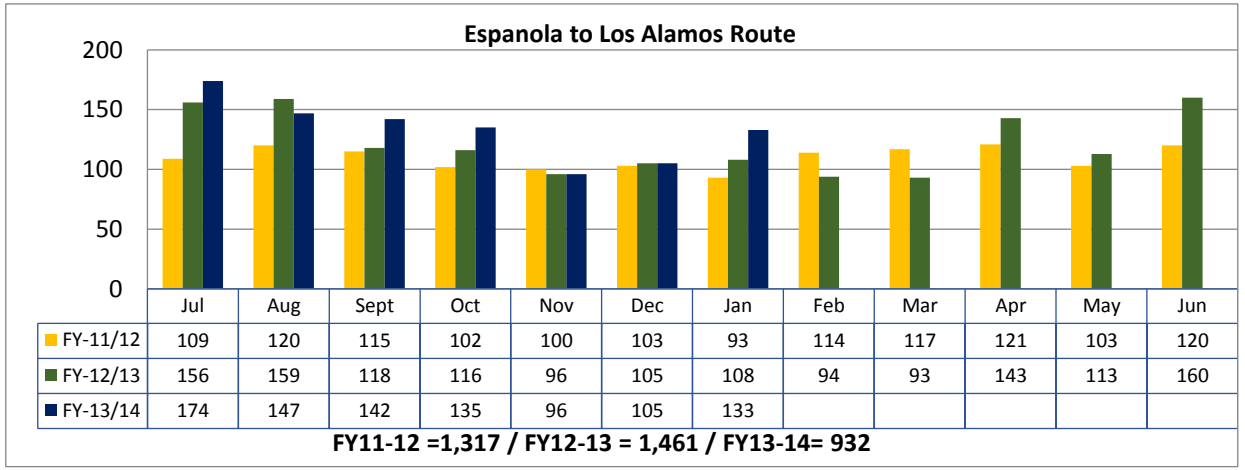
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY 11/12	1773	2144	1953	1732	1776	1912	2563	2229	1939	2037	2016	2096
FY 12/13	2151	2316	1867	2265	1960	1934	2096	1890	2067	2217	2146	2377
FY 13/14	2620	2671	2583	2583	2179	2102	2123					

FY11-12 = 24,170 / FY12-13= 25,286 / FY13-14= 16,861



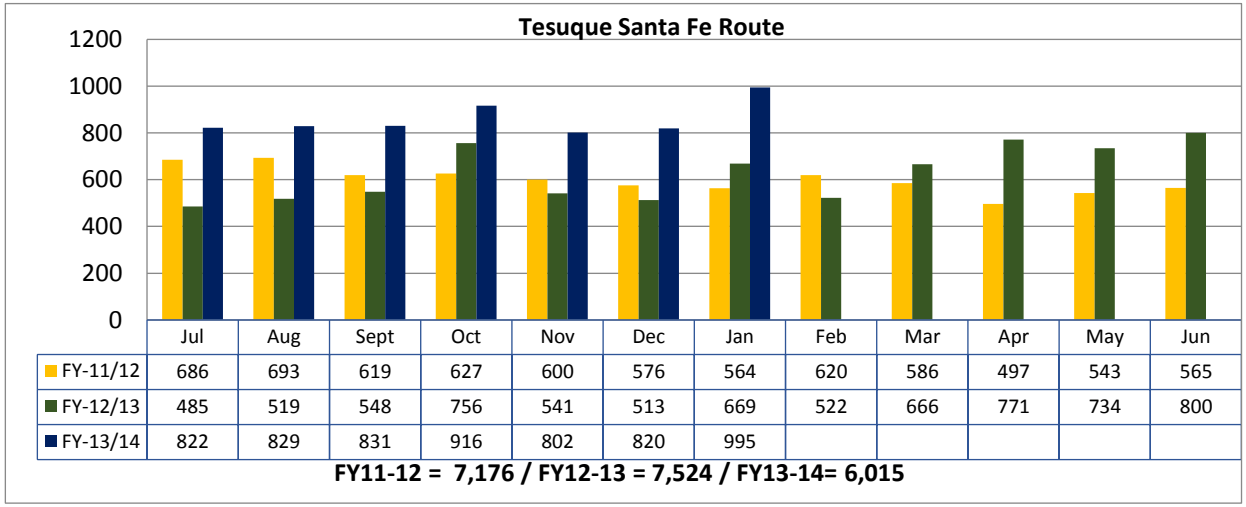
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	422	550	586	552	588	528	560	642	640	600	826	528
FY-12/13	515	452	448	542	527	470	649	699	802	812	789	520
FY-13/14	655	737	663	691	549	596	690					

FY11-12= 7,022 / FY12-13 =7,225 /FY13-14= 4,581



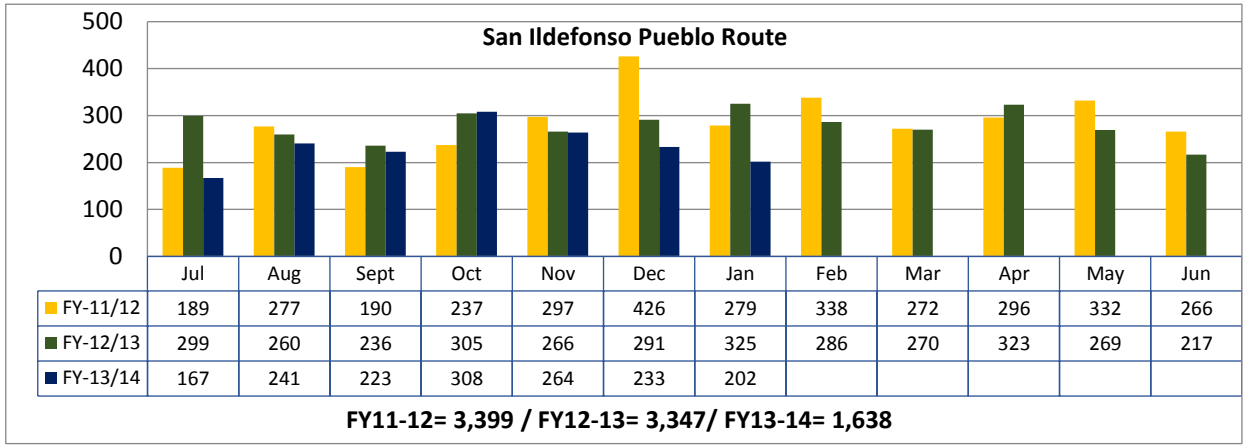
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	109	120	115	102	100	103	93	114	117	121	103	120
FY-12/13	156	159	118	116	96	105	108	94	93	143	113	160
FY-13/14	174	147	142	135	96	105	133					

FY11-12 =1,317 / FY12-13 = 1,461 / FY13-14= 932



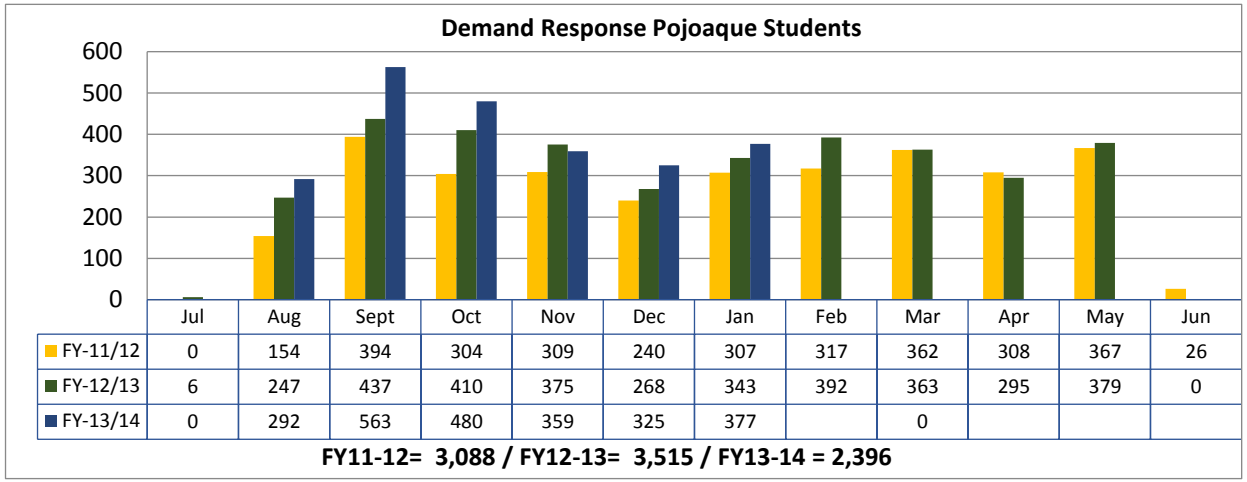
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	686	693	619	627	600	576	564	620	586	497	543	565
FY-12/13	485	519	548	756	541	513	669	522	666	771	734	800
FY-13/14	822	829	831	916	802	820	995					

FY11-12 = 7,176 / FY12-13 = 7,524 / FY13-14= 6,015



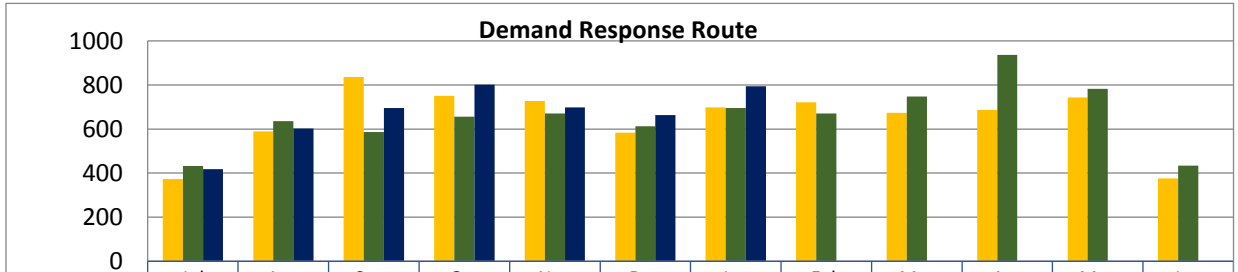
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	189	277	190	237	297	426	279	338	272	296	332	266
FY-12/13	299	260	236	305	266	291	325	286	270	323	269	217
FY-13/14	167	241	223	308	264	233	202					

FY11-12= 3,399 / FY12-13= 3,347/ FY13-14= 1,638



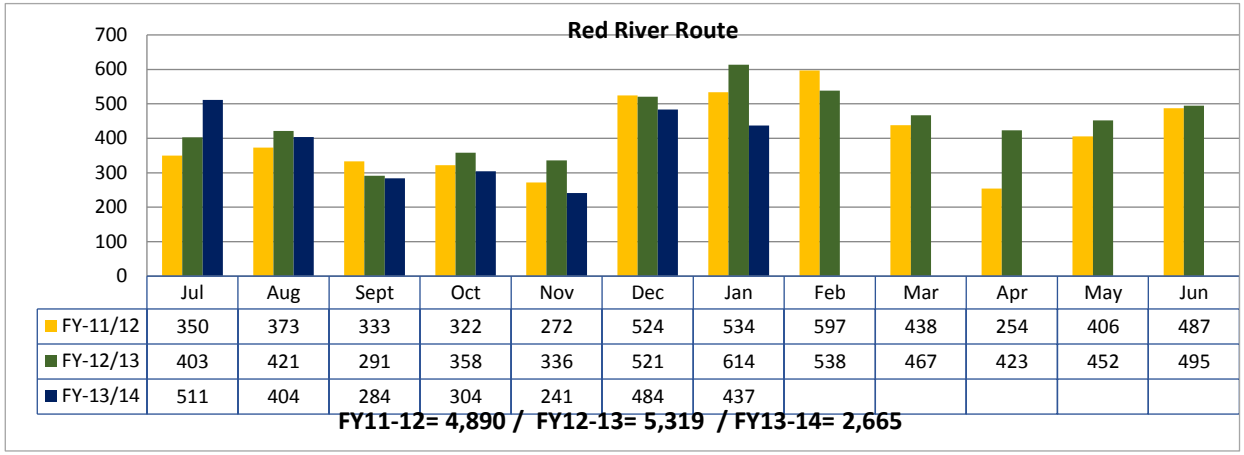
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	0	154	394	304	309	240	307	317	362	308	367	26
FY-12/13	6	247	437	410	375	268	343	392	363	295	379	0
FY-13/14	0	292	563	480	359	325	377		0			

FY11-12= 3,088 / FY12-13= 3,515 / FY13-14 = 2,396



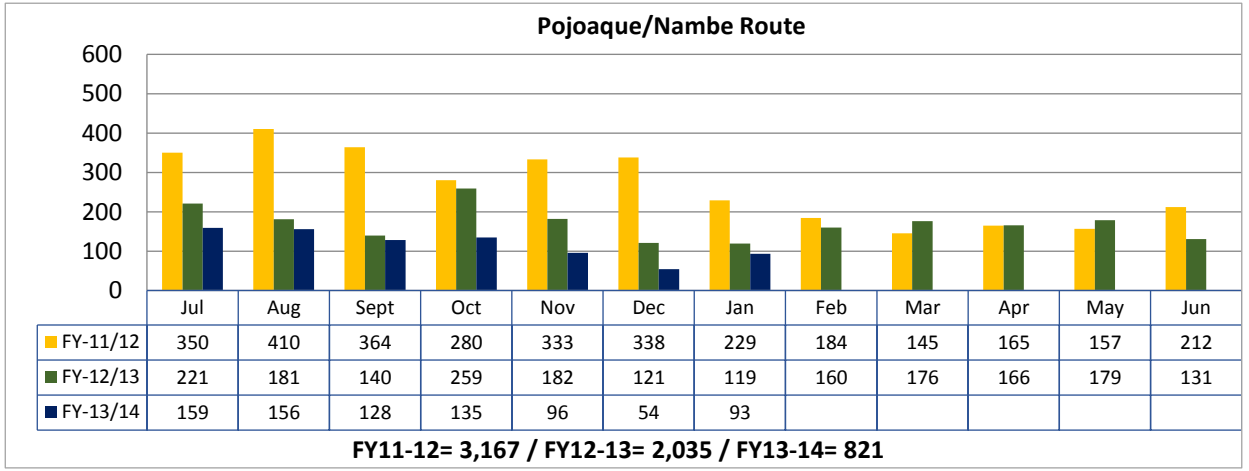
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	373	589	836	750	728	584	699	722	674	687	744	376
FY-12/13	432	636	586	656	670	613	695	671	747	937	782	434
FY-13/14	418	603	696	802	699	663	794					

FY 11-12= 7,762 / FY12-13= 7,849 / FY13-14= 4,675



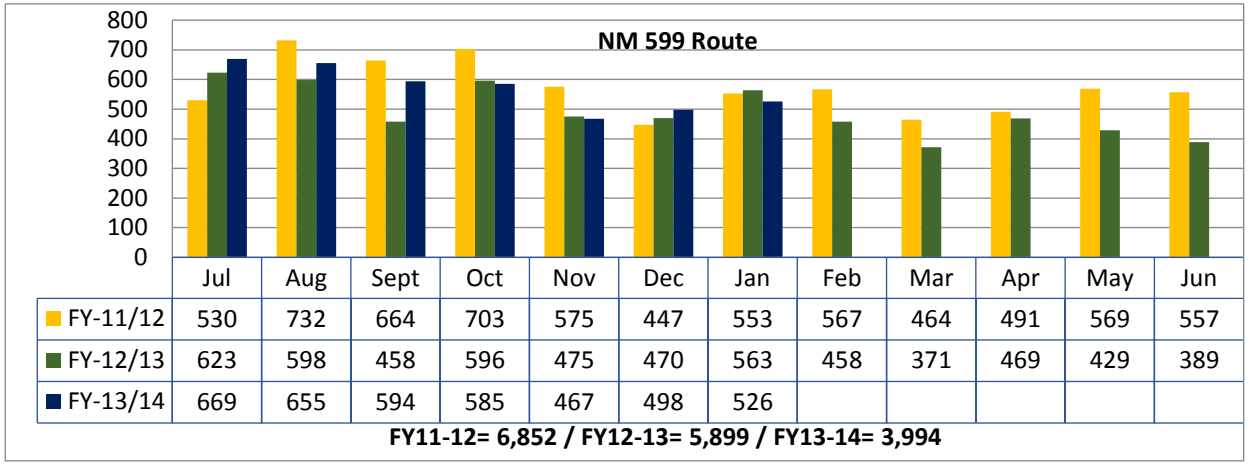
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	350	373	333	322	272	524	534	597	438	254	406	487
FY-12/13	403	421	291	358	336	521	614	538	467	423	452	495
FY-13/14	511	404	284	304	241	484	437					

FY11-12= 4,890 / FY12-13= 5,319 / FY13-14= 2,665



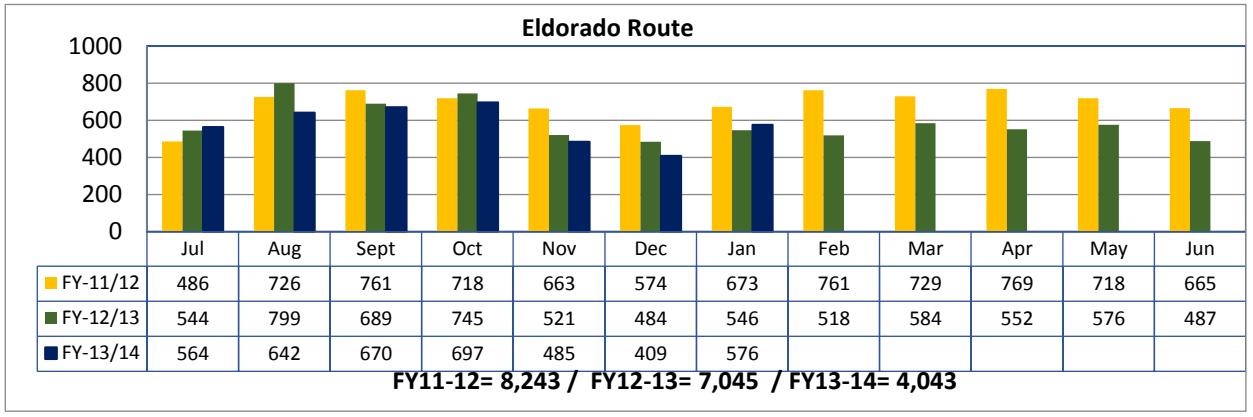
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	350	410	364	280	333	338	229	184	145	165	157	212
FY-12/13	221	181	140	259	182	121	119	160	176	166	179	131
FY-13/14	159	156	128	135	96	54	93					

FY11-12= 3,167 / FY12-13= 2,035 / FY13-14= 821



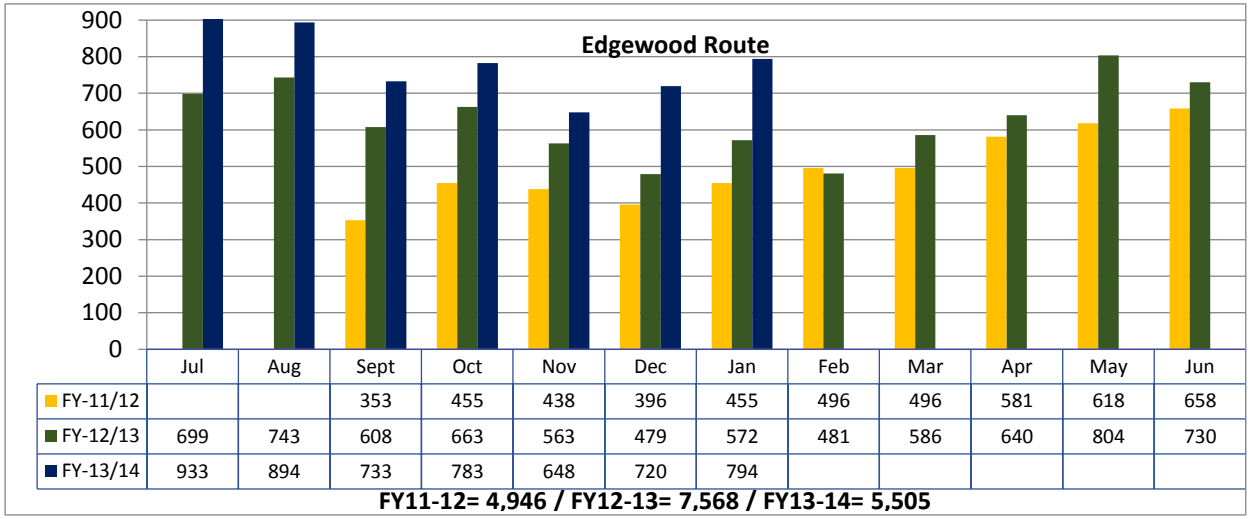
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	530	732	664	703	575	447	553	567	464	491	569	557
FY-12/13	623	598	458	596	475	470	563	458	371	469	429	389
FY-13/14	669	655	594	585	467	498	526					

FY11-12= 6,852 / FY12-13= 5,899 / FY13-14= 3,994



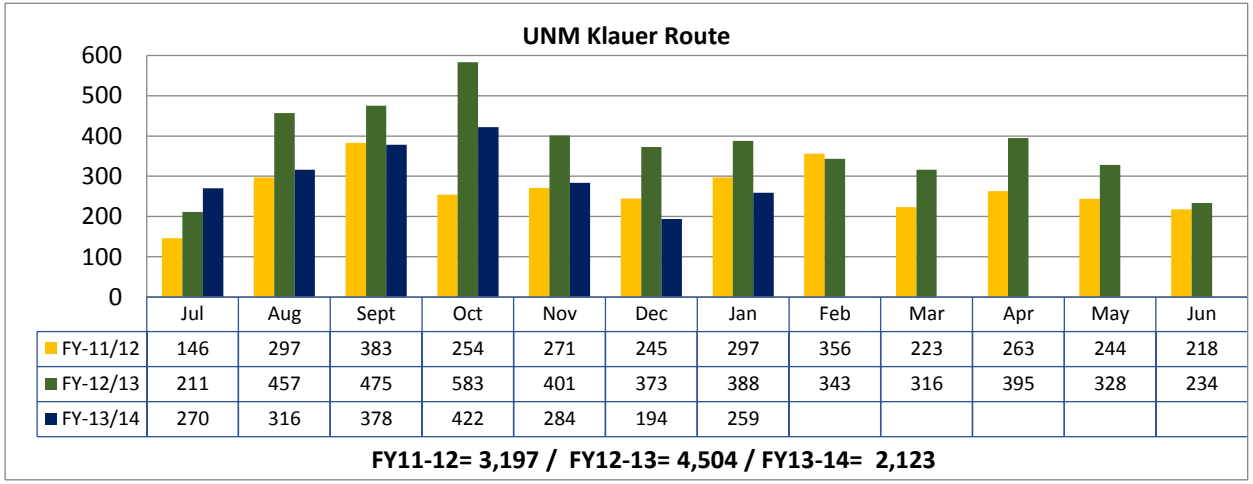
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	486	726	761	718	663	574	673	761	729	769	718	665
FY-12/13	544	799	689	745	521	484	546	518	584	552	576	487
FY-13/14	564	642	670	697	485	409	576					

FY11-12= 8,243 / FY12-13= 7,045 / FY13-14= 4,043



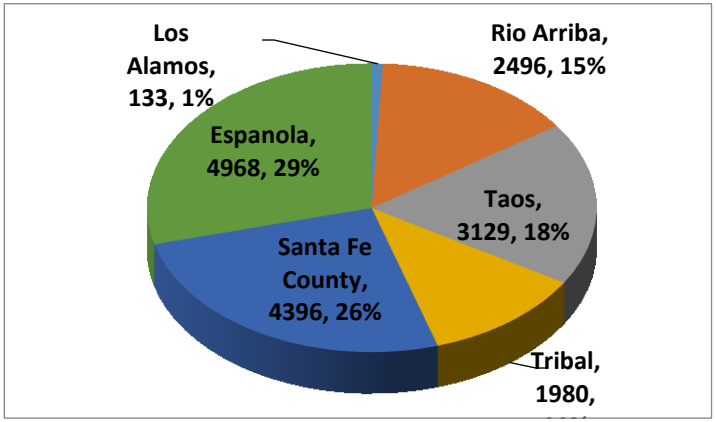
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12			353	455	438	396	455	496	496	581	618	658
FY-12/13	699	743	608	663	563	479	572	481	586	640	804	730
FY-13/14	933	894	733	783	648	720	794					

FY11-12= 4,946 / FY12-13= 7,568 / FY13-14= 5,505

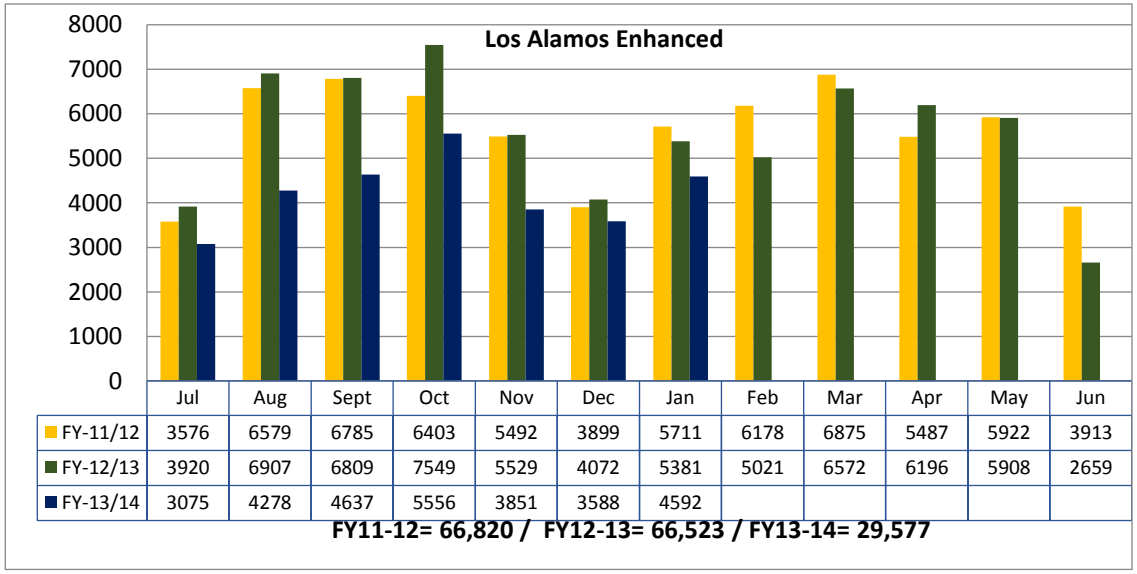


	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	146	297	383	254	271	245	297	356	223	263	244	218
FY-12/13	211	457	475	583	401	373	388	343	316	395	328	234
FY-13/14	270	316	378	422	284	194	259					

FY11-12= 3,197 / FY12-13= 4,504 / FY13-14= 2,123

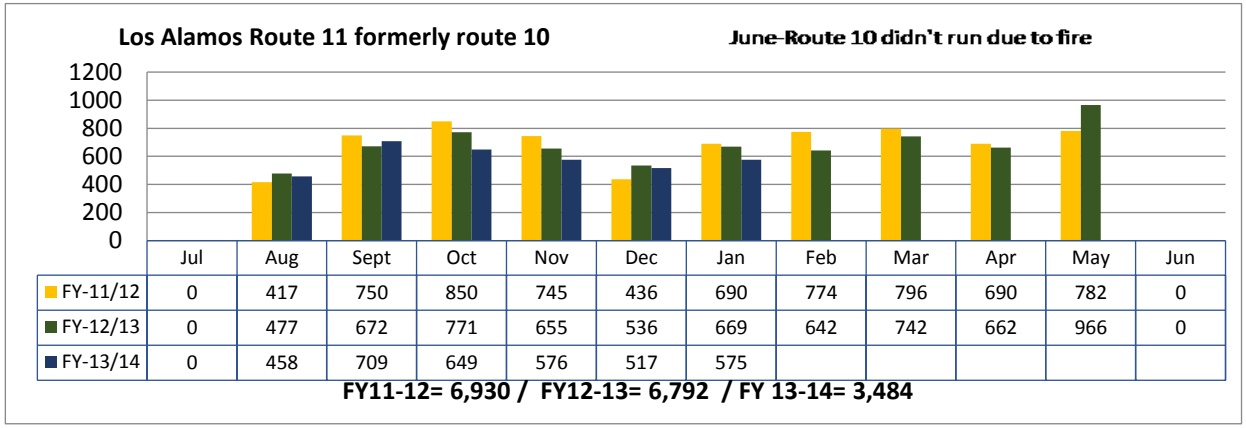


NCRTD Funded Routes - Member Operated



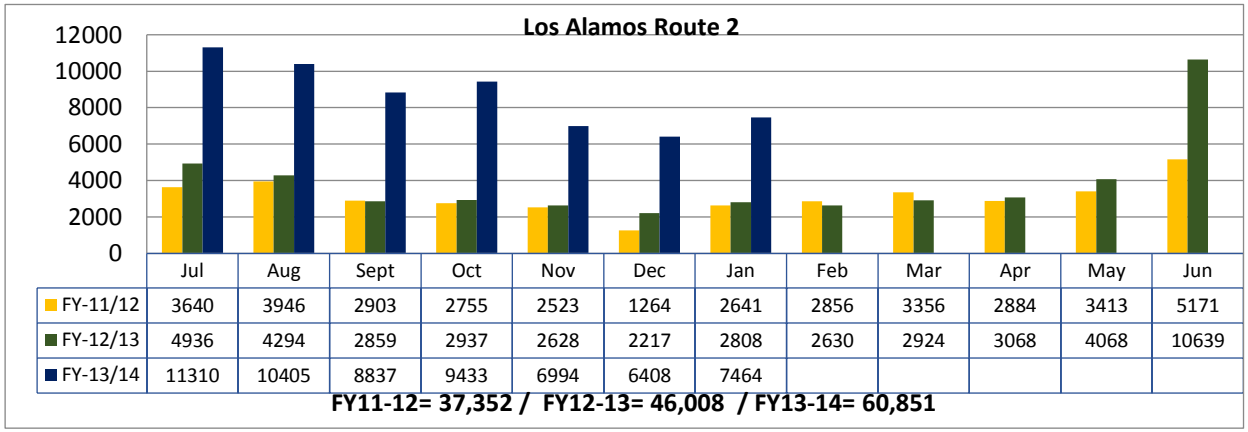
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	3576	6579	6785	6403	5492	3899	5711	6178	6875	5487	5922	3913
FY-12/13	3920	6907	6809	7549	5529	4072	5381	5021	6572	6196	5908	2659
FY-13/14	3075	4278	4637	5556	3851	3588	4592					

FY11-12= 66,820 / FY12-13= 66,523 / FY13-14= 29,577



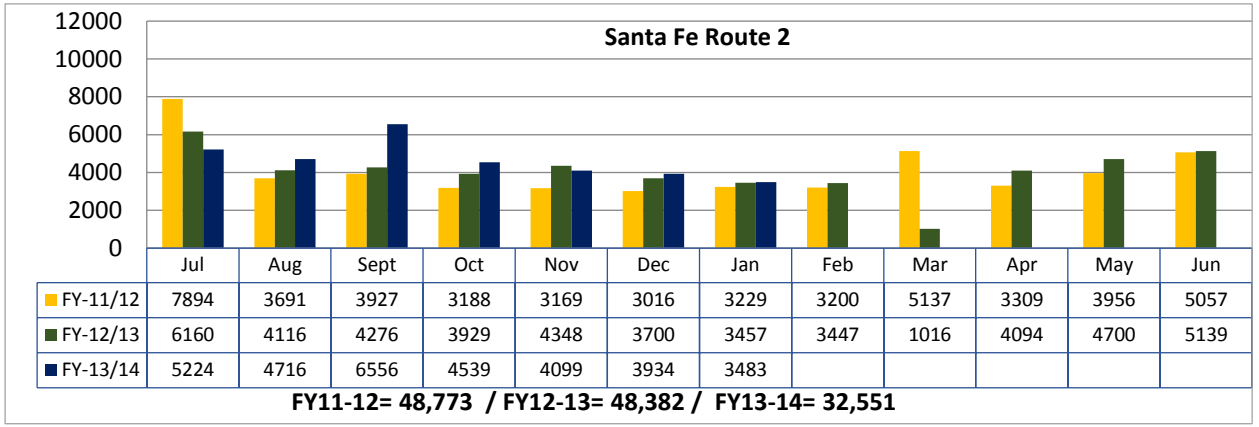
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	0	417	750	850	745	436	690	774	796	690	782	0
FY-12/13	0	477	672	771	655	536	669	642	742	662	966	0
FY-13/14	0	458	709	649	576	517	575					

FY11-12= 6,930 / FY12-13= 6,792 / FY 13-14= 3,484



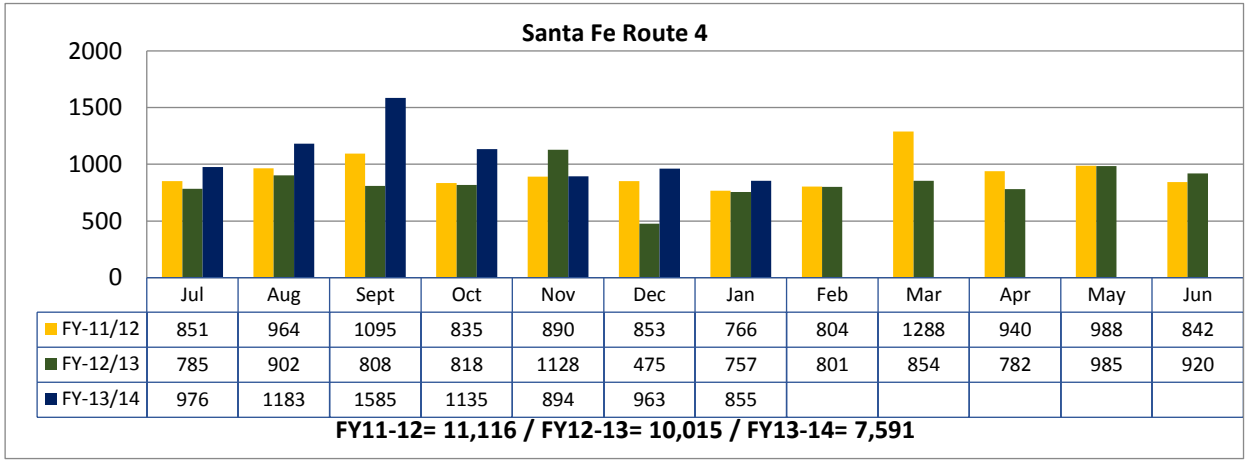
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	3640	3946	2903	2755	2523	1264	2641	2856	3356	2884	3413	5171
FY-12/13	4936	4294	2859	2937	2628	2217	2808	2630	2924	3068	4068	10639
FY-13/14	11310	10405	8837	9433	6994	6408	7464					

FY11-12= 37,352 / FY12-13= 46,008 / FY13-14= 60,851



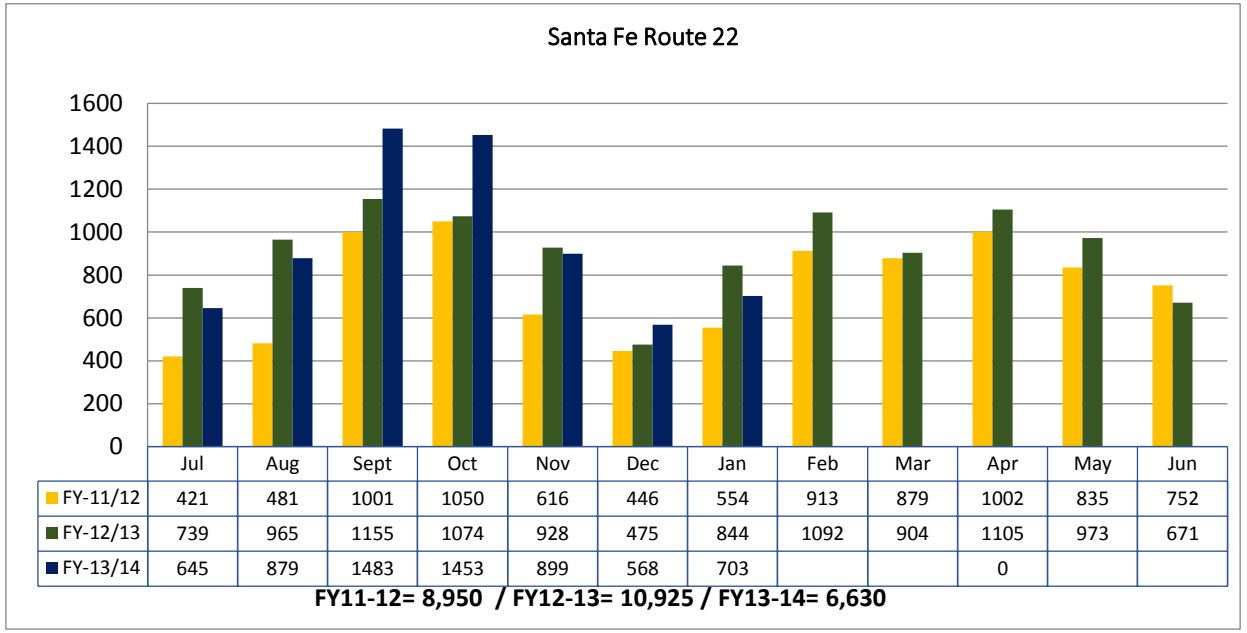
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	7894	3691	3927	3188	3169	3016	3229	3200	5137	3309	3956	5057
FY-12/13	6160	4116	4276	3929	4348	3700	3457	3447	1016	4094	4700	5139
FY-13/14	5224	4716	6556	4539	4099	3934	3483					

FY11-12= 48,773 / FY12-13= 48,382 / FY13-14= 32,551



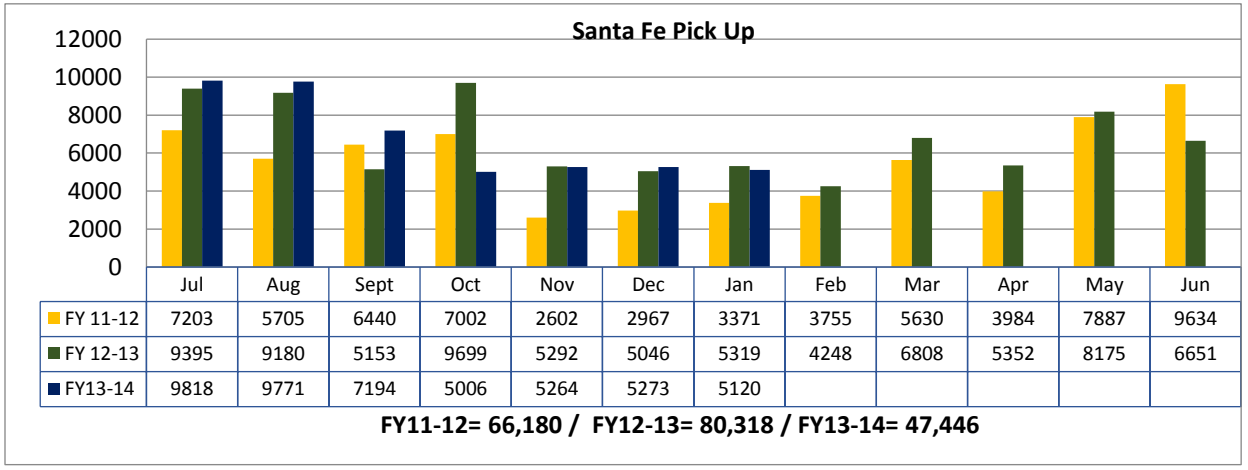
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	851	964	1095	835	890	853	766	804	1288	940	988	842
FY-12/13	785	902	808	818	1128	475	757	801	854	782	985	920
FY-13/14	976	1183	1585	1135	894	963	855					

FY11-12= 11,116 / FY12-13= 10,015 / FY13-14= 7,591



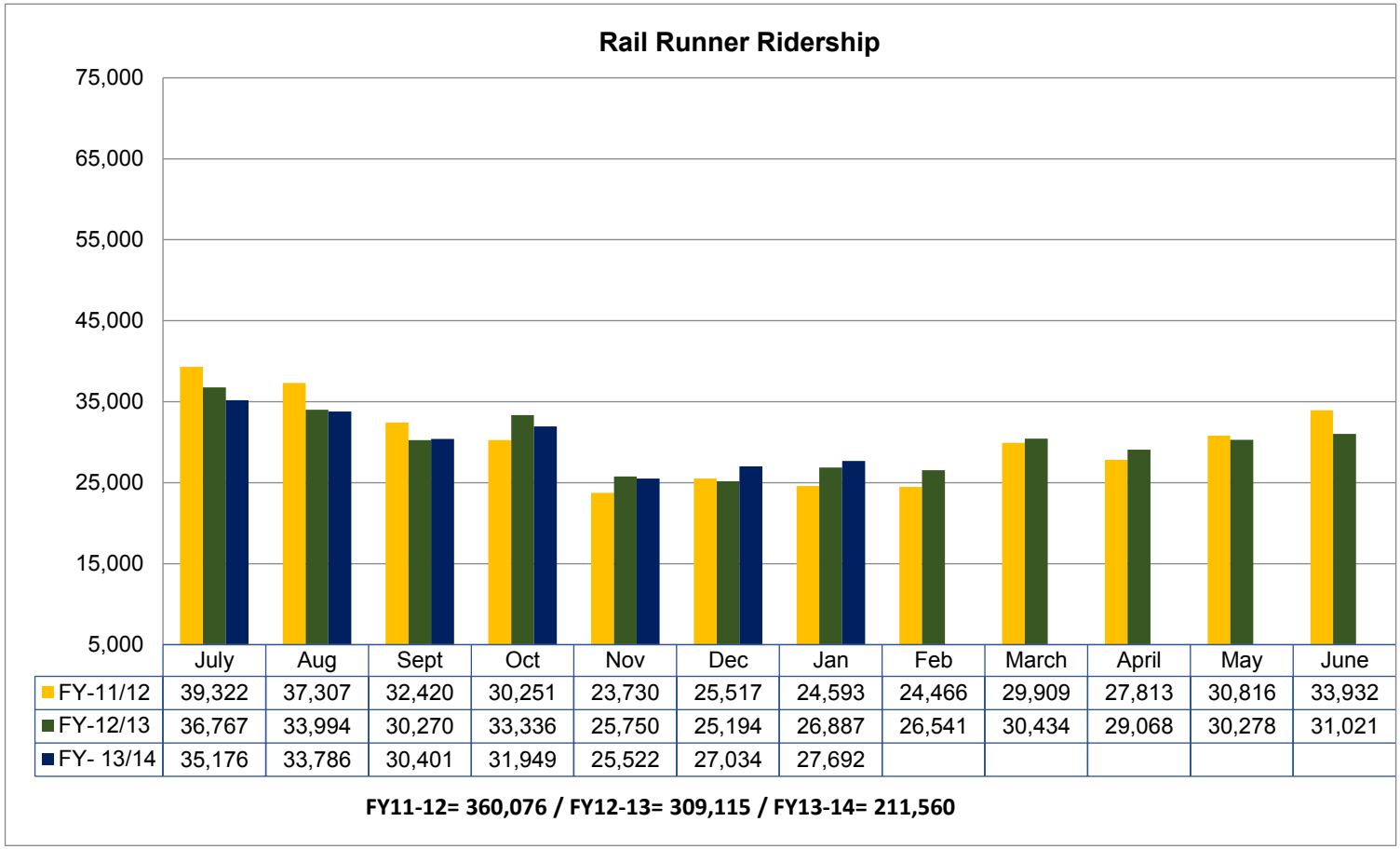
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	421	481	1001	1050	616	446	554	913	879	1002	835	752
FY-12/13	739	965	1155	1074	928	475	844	1092	904	1105	973	671
FY-13/14	645	879	1483	1453	899	568	703			0		

FY11-12= 8,950 / FY12-13= 10,925 / FY13-14= 6,630



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY 11-12	7203	5705	6440	7002	2602	2967	3371	3755	5630	3984	7887	9634
FY 12-13	9395	9180	5153	9699	5292	5046	5319	4248	6808	5352	8175	6651
FY13-14	9818	9771	7194	5006	5264	5273	5120					

FY11-12= 66,180 / FY12-13= 80,318 / FY13-14= 47,446



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
FY-11/12	39,322	37,307	32,420	30,251	23,730	25,517	24,593	24,466	29,909	27,813	30,816	33,932
FY-12/13	36,767	33,994	30,270	33,336	25,750	25,194	26,887	26,541	30,434	29,068	30,278	31,021
FY- 13/14	35,176	33,786	30,401	31,949	25,522	27,034	27,692					

FY11-12= 360,076 / FY12-13= 309,115 / FY13-14= 211,560